

<b>Job Profile, Responsibilities and Person Specification</b>			
<b>Post:</b>	Advice and Advocacy Service Manager	<b>Location:</b>	Dalston, London
<b>Hours:</b>	28 hours per week	<b>Responsible to:</b>	Principal Legal Adviser
<b>Salary:</b>	NJC scale PO5 - £39,177 to £41,967 plus £3,650 ILW pro rata + 5% pension contribution	<b>Purpose of post:</b> To lead, manage and develop the charity's advice and advocacy service.	
<b>Leave:</b>	21 days per year (increasing to 24 days) + pro rata bank holiday entitlement		
<b>Job Profile:</b>	You will have overall management responsibility for the organisation's advice and advocacy service. You will ensure smooth and effective management and have lead responsibility for service development, quality assurance and reporting and evaluation activities.		
	You will oversee and line manage the Advice & Advocacy Operational Manager in their day to day management of the service and share with the Operational Manager, line management responsibility for members of the advice and advocacy team.		
	In all areas of your work, you will listen to the families we are working with and will be focused on ensuring that our service meets their needs.		
<b>The Organisation:</b>			
<p>Family Rights Group is the charity that works with parents in England and Wales whose children are in need, at risk or are in the care system and with members of the wider family who are raising children unable to remain at home.</p> <p>We advise parents, grandparents, other relatives and friends about their rights and options when social workers or courts make decisions about their children's welfare.</p> <p>We campaign for families to have their voice heard, be treated fairly and get help early to prevent problems escalating. We champion family group conferences and other policies and practices that keep children safe within their family network.</p> <p><b>Family Rights Group's advice services comprises:</b></p> <ul style="list-style-type: none"> <li>• A confidential, free phone line open Monday to Friday 9.30am to 3.00pm;</li> <li>• Free, up to date information via the FRG website including <a href="#">Frequently Asked Questions</a>, <a href="#">interactive advice features ('decision trees')</a> and <a href="#">electronic advice sheets</a>;</li> <li>• A moderated <a href="#">electronic discussion board for parents</a> and a separate <a href="#">discussion board for family and friends carers</a> (i.e. relatives, such as grandparents, older siblings or friends who are raising a child who is unable to live with their parents).</li> </ul> <p>The advice line is currently core funded by the Department for Education (DfE). Such is the scale of demand for the service compared to funding, that only 30% of calls are currently answered.</p>			

**Key Responsibilities:**

**1. Leading and managing the Advice and Advocacy Service**

In particular, you will:

- Have lead responsibility, working with the Principal Legal Adviser and Chief Executive, for the future direction and development of the advice and advocacy service.
- Take a lead in securing funding for the future of the service including identifying potential funding sources, drafting funding bids to promote the development of the advice and advocacy service to potential funding partners, and reporting to funders in respect of the progress of funded work.
- Work with the Chief Executive and Principal Legal Adviser, to liaise closely with the Department for Education (DfE) to identify the potential for further funding from them and to explore alternative service models that might attract other funds.
- Take lead responsibility for ensuring that advice on the website and provided by advisers is accurate. This will include working closely with the Principal Legal Adviser, Legal Adviser and Operational Manager in relation to drafting and overseeing the writing of advice materials for families and updating existing advice resources.
- Line manage the Operational Manager of the advice and advocacy service.
- Share some direct line management responsibility for advice and advocacy team members with the Operational Manager.

**2. To ensure performance, service standards, monitoring and evaluation**

In particular, you will:

- Work with the Operational Manager to ensure quality assurance of the advice and advocacy service.
- Recommend the appropriate external quality mark/standards for the service and ensure that the service obtains and retains any quality mark standards (currently the service holds the Helplines Partnership standard).
- Work closely with the Principal Legal Adviser, Legal Adviser, Operational Manager and the advice & advocacy team to deliver/arrange a programme of professional development activities for the advice and advocacy service.
- Take lead responsibility for liaison with the DfE on achieving the agreed performance indicators, which form part of our grant funding agreement.
- Ensure that all funder reporting requirements are met, including end of year grant reports to the DfE.
- Lead on the preparation of the annual evaluations of the digital and the telephony service.
- Lead on the preparation of annual analysis of service data including demographic information and reasons for families contacting FRG's advice service.

### **3. Forging and maintaining links across the advice sector**

In particular, you will:

- Develop and maintain positive relationships with other advice service managers.
- Support the Operational Manager to identify and realise opportunities for information exchange and shared learning and identify opportunities for joint training with other advice and advocacy services.
- Raise awareness of the advice and advocacy service and related projects amongst family members, practitioners, including social workers, other advice and advocacy organisations and other community and voluntary organisations working with families.
- Promote the service amongst socially excluded communities, including care experienced young parents and parents with learning disabilities.

### **4. To carry out development and project work**

In particular:

- Review the sustainability of the advice and advocacy service, research new funding options, consider new funding models for the telephony advice service and take lead responsibility for drafting and implementing the sustainability plan for the service.
- Secure funding in line with any agreed new models for the telephony advice service.
- In consultation with the Principal Legal Adviser and Chief Executive, to seek opportunities for developing new advice and advocacy projects and services, to identify and secure funding for such work.
- Seek and engage with partnership opportunities for joint delivery of some aspects of the advice and advocacy service as appropriate.
- Seek opportunities to apply for funding for advocacy work and support the Operational Manager to manage the delivery and reporting of any funded indirect and self-advocacy work.
- To play a key role in project managing significant developments to the advice section of the website and any line online advice resources.
- To project manage, write funding monitoring reports, undertake work as required and ensure that this is done within agreed time-scales.

### **5. To undertake some advice and advocacy case-work.**

This will include:

- Serving on the management rota for child protection/safeguarding.
- Providing some direct advice giving via the telephony and digital advice services.

## 6. General Responsibilities

- To contribute to the development of training materials on topics relevant to FRG's work/area of interest and to contribute to the delivery of internal and external training.
- To represent FRG at external meetings.
- To contribute to the overall development of the organisation and to seek opportunities for developing new services.
- To ensure that the work of the organisation responds to the experience and views of families involved with social care services and to link these experiences with broader issues of legislation, policy and practice.
- To ensure that all services are delivered in line with the organisation's equal opportunities policy.
- To undertake any other tasks as requested by the Chief Executive which are broadly compatible with the remit of the post.
- To contribute to the overall development of the organisation and to seek opportunities for developing new services.

### Person Specification:

#### 1. Professional qualifications, knowledge and experience

You will be qualified as a lawyer or social worker with at least 3 years post qualifying experience of children and families work.

You will be able to demonstrate and apply a detailed knowledge and understanding of the Children Act 1989, Adoption and Children Act 2002, other relevant child welfare legislation and current policy and practice in the areas of childcare and child protection.

You will have experience of advice giving and of advocating for families.

#### 2. Anti-Discriminatory Practice

You will be able to demonstrate and apply a knowledge and understanding of the way in which discrimination impacts on families, including minority ethnic families, asylum seeking families and disabled parents.

#### 3. Staff Management

You will be an able manager with experience of managing a service or a team of people.

You will be competent at recruiting and managing staff within an equalities framework.

You will have experience of managing staff and be able to offer advisers and the Operational Manager effective supervision to ensure a high quality advice and advocacy service. Tasks to include: prioritising

their workload; providing guidance and support to ensure they meets the requirements of their job description; undertaking appraisals and review of professional development needs.

#### **4. Project Management**

You will have experience of leading and managing projects.

You will be able to monitor project budgets and to deliver projects within the allocated budget.

You will be skilled in handling a busy workload, meeting deadlines and managing conflicting priorities.

You will have experience of preparing reports for prospective funders or partners and experience of preparing detailed project progress reports for funders or other stakeholders.

#### **5. Communication Skills**

You will be able to communicate clearly, verbally and in writing, to both professional and non-professional audiences.

You will be experienced in working with people who are under a great deal of emotional stress, managing conflict and offering positive ways forward in difficult situations.

You will have experience of working with people from a variety of communities and backgrounds and will be able to develop strong working relationships with people from other organisations.

You will be able to manage conflict and offer positive ways forward in difficult situations.

You will be able to develop strong working relationships with people from other organisations.

You will have experience of preparing clear written and verbal reports.

You will have experience of delivering training (desirable not essential).

#### **6. Self-Management**

You will be skilled in handling a busy workload, meeting deadlines and managing conflicting priorities.

#### **7. IT**

You will be experienced in using Microsoft Office applications including Word (essential), Excel and Access (desirable) and will be willing to build on these skills.

#### **8. Other Requirements**

You will have an understanding of and commitment to the aims of the organisation.

You will be able to stay away from home overnight occasionally and attend some early morning/evening meetings.