

## Who Cares? Scotland Job Specification



<b>Post Title:</b>	<b>Advocacy and Participation Manager</b>
<b>Salary range</b>	£29,760 - £36,759 (scale points 33 – 41)
<b>Hours of work</b>	35 hours per week
<b>Type of contract</b>	Permanent
<b>Area</b>	South East Scotland
<b>Base location</b>	Edinburgh
<b>Responsible to</b>	Director of Operations
<b>Last Update</b>	May 2018

### Introduction

Who Cares? Scotland is **the** national voluntary organisation working with, and for, children and young people with experience of care, providing a range of advocacy, advice and support services across Scotland. We want a Scotland where children in care, feel their care is done with them, instead of to them. Help us, help them achieve this.

### Purpose of the post

The purpose of the post is to provide leadership and direct management of Who Cares? Scotland Advocacy and Participation Workers (APW) within the South East regional team. The South East regional team comprises of our services and staff within Edinburgh and the Lothians, Scottish Borders and Fife. The post holder will develop and lead on all advocacy and participation within the region and will contribute to the achievement of Who Cares? Scotland's strategic and operational plans.

The post holder will be an innovative, strategic thinker who thrives within a supportive team whilst working with a great deal of autonomy and responsibility. The post holder will inspire and build the skills and confidence of a geographically wide-spread staff team delivering independent advocacy and participation opportunities for care experienced children and young people.

### Main Duties and Responsibilities

- To manage the development, monitor and maintain standards of advocacy services in line with the contractual agreements within the Central regional area.
- To provide leadership, support and direction to identified staff within Who Cares? Scotland.
- To be responsible and accountable for the management of the region's financial budgets in line with Who Cares? Scotland's financial and administration procedures.
- To ensure appropriate allocation of workload within the region.
- To influence and develop the strategic direction of services within Who Cares? Scotland.
- To report on outcomes and progress towards strategic objectives both within the region and within your project lead areas.
- To be responsible for the compliance of local contracts within your regional area.
- To establish and maintain strategic relationships with key partner organisations within the sector.
- To represent the organisation regionally and nationally as delegated by the Director of Operations.

- To lead the regional team, ensuring clear direction, outcomes and purpose in line with the overall strategic direction of the organisation.
- To participate fully in the on –call management within Who Cares? Scotland.
- Contribute to the organisations policies and procedures in line with local and national strategic and legislative change.
- To use the findings of our work to influence policy and practice within the sector.
- To develop and sustain partnerships with individuals, other organisations and local authority departments to ensure effective inter agency, inter disciplinary working.
- To ensure that appropriate detailed records of work undertaken are maintained in line with organisational policy and undertake monitoring and reporting of statistics.
- Ensure the participation of children and young people locally as part of Who Cares? Scotland national and local work.
- Oversee the preparation of quarterly liaison reports and annual reports which are based on the agreed outcomes for your area of responsibility and attend liaison meetings as appropriate.
- Organise and facilitate Who Cares? Scotland discussion and consultation groups.
- Promote a children’s rights-based approach to practice through effective leadership.
- Ensure that all services provided meet agreed service levels, standards and outcomes.
- To implement both the organisational and local child protection procedures in respect of issues raised by Children and Young People and ensure appropriate action is taken.
- To ensure the recording and reporting of unmet need within your area of responsibility.
- Work in line with local child protection procedures in respect of issues raised by Children and Young People
- Adhere to Who Cares? Scotland policies and procedures and values at all times.
- Carry out any other duties commensurate with the post as agreed by your line manager.

## Communication

The post holder will have key contacts with:

- Children and young people in your area of responsibility
- Identified liaison contacts
- Advocacy and Participation Workers
- Leadership team colleagues
- Other voluntary and statutory organisations

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. This is important in relation to liaison with colleagues and, ensuring that the service provided meets service level agreements and contributing to the national work of the organisation.

## Working environment

The post holder will be based in Edinburgh. However, flexibility will be required given the remit of the role. A full driving licence and access to transport is required.

## Attitudes and values

Commitment to:

- Children’s rights
- Working inclusively with an understanding of equal opportunities practices

- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with young people
- Working in such a way as to empower young people
- Developing best practice through regular supervision and training opportunities
- Inter-agency, inter-disciplinary working to improve outcomes for children and young people.

## **Essential knowledge, skills and experience**

### **Qualifications:**

- A relevant degree level qualification or equivalent work experience.
- A current driving licence

### **Knowledge:**

Demonstrable knowledge of:

- The issues affecting young people who are looked after away from home
- The care system in Scotland
- Children's rights
- Child protection issues
- Advocacy and its principles
- Current policy and practice in relation to children and young people

### **Skills and Competencies:**

- Ability to manage your time, workload and staff team to effectively meet deadlines
- Ability to effectively evidence and plan work
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships
- Communicate effectively and appropriately as a manager, both verbally & in writing, to a range of internal and external audiences
- Ability to form positive relationships with children and young people
- Ability to work collaboratively as part of a team and on own initiative
- Ability to work some evenings and weekends, with possible overnight stays
- Comprehensive knowledge of the Microsoft office suite
- Ability to travel to isolated locations, where there may be limited public transport

### **Experience of:**

- Supervision and support of staff and volunteers
- Motivating and leading a staff team
- Managing budgets and performance targets as well as reporting as necessary to funding bodies.
- Working directly with children and young people, both individually and in groups
- Working in an inter-agency, inter disciplinary way within voluntary or statutory sector
- Report writing and evidencing practice
- Delivering training to a range of audiences