

September 2020

Dear Applicant,

Re: Reading Voice Advocacy Services Manager

Thank you for your interest in the above post. This is a key position within the Healthwatch Reading and Reading Voice team. You will lead the delivery of a range of advocacy services across Reading. Reading Voice is managed by Healthwatch Reading and we are seeking someone who is passionate about ensuring local voices are heard, especially those of the most vulnerable in our community. You will lead a team of advocates to deliver advocacy to local people and work with social services and local health providers to ensure access to advocacy. If you feel you would like to take on this rewarding role, please provide the following:

- a copy of your CV
- a covering letter (of no more than two sides of A4) demonstrating how your experience, skills and motivations meet the role profile.

We are only able to make a decision to interview you based on the information you give us, so it is vital that you provide us with sufficient detail of your capabilities. Please give specific examples to help us understand the depth and variety of your experience. The closing date for applications is **9am on Monday 19th October 2020**. You will be notified as soon as possible after that date if you have been short-listed for interview. Interviews will take place in the week beginning Monday 26th October.

Please send your CV and covering letter to **mandeep@healthwatchreading.co.uk**. If you have any queries or would like to discuss any aspect of the role please call Mandeep Kaur Bains **0118 937 2295** and leave a message, and I will get back to you within one working day.

Yours sincerely

Mandeep Kaur Bains
Chief Executive

Healthwatch Reading home of Reading Voice Advocacy Services

3rd Floor, Reading Central Library, Abbey Square, Reading RG1 3BQ | 0118 937 2295

info@healthwatchreading.co.uk | healthwatchreading.org.uk

helpdesk@readingvoice.org.uk | readingvoice.org.uk

Job Description & Person Specification

Post:	Healthwatch Reading - Advocacy Services Manager
Grade:	Starting salary £29,636 pro rata
Working hours/Contract:	Part time up to 24 hours until March 31 st 2022
Responsible to:	Healthwatch Reading chief executive
Working with:	Reading Voice advocates and Healthwatch Reading team

Purpose of Role:

Success looks like:

- Reading Voice upholds the rights of local people through the delivery of advocacy.
- Reading Voice is recognised for providing an effective advocacy service.
- Reading Voice advocates deliver outcomes that are valued by its service users.
- The feedback and learning from advocacy are shared with health and social care partners.

Key Responsibilities:

- To manage and deliver statutory and non-statutory advocacy services
- To line manage the Reading Voice advocates and ensure they are appropriately supported
- To ensure that Reading Voice advocacy services meet the required quality standards
- To develop outreach sessions to deliver advocacy
- To compile reports on the performance of the services and ensure targets are met
- To produce evidence-based reports and case-studies with recommendations for the Healthwatch Reading board to inform the Healthwatch work plan
- To attend key meetings and present the findings and learning from advocacy work and local people’s concerns and experiences
- To build good partnership working relationships with service providers to ensure complaints are dealt with effectively
- Undertaking administrative tasks necessary to achieve the outcomes
- Undertaking any other duties as may be required within the scope of the role.

Healthwatch Reading home of Reading Voice Advocacy Services

3rd Floor, Reading Central Library, Abbey Square, Reading RG1 3BQ | 0118 937 2295

info@healthwatchreading.co.uk | healthwatchreading.org.uk

helpdesk@readingvoice.org.uk | readingvoice.org.uk

PERSON SPECIFICATION

EXPERIENCE & QUALIFICATIONS

The post holder will be a qualified advocate and/or have relevant experience in advocacy and leading and managing a service.

It is essential that applicants have good IT, organisational and communication skills. You have an interest in/or experience of working with health and social care services.

PERSONAL

Work experience

1. Experience of being an advocate or the equivalent work experience with vulnerable individuals.
2. Experience of managing or leading a service.
3. Experience of working with statutory organisations.
4. Experience of working with diverse groups across the protected characteristics.
5. Experience of organising and prioritising a demanding workload in a stressful environment.
6. Experience of networking and working with key strategic partners and boards.

Knowledge

7. Working knowledge of advocacy services.
8. Knowledge of the Health and Social Care Act 2012.
9. Knowledge and working understanding of the Care Act 2014.

Skills

10. Ability to project manage and lead a team.
11. Ability to communicate with and gain the confidence of vulnerable and diverse groups of people.
12. Strong interpersonal skills with the ability to quickly build effective working relationships and good rapport, with internal and external stakeholders.
13. Ability to write and present evidence-based reports.
14. Ability to use initiative and work unsupervised.
15. Ability to meet the administration requirements of the post.
16. Ability to work as part of a team, supporting colleagues.
17. Conflict resolution and time management.

Healthwatch Reading home of Reading Voice Advocacy Services

3rd Floor, Reading Central Library, Abbey Square, Reading RG1 3BQ | 0118 937 2295

info@healthwatchreading.co.uk | healthwatchreading.org.uk

helpdesk@readingvoice.org.uk | readingvoice.org.uk

Attitude/Aptitude

18. A commitment to equality and diversity.
19. To be creative and innovative but also willing to learn new skills.
20. To be able to work flexibly with occasional weekend and evening work.
21. You feel comfortable working in a small, active team.
22. Adept in the use of Microsoft and associated software applications especially Word, Access, Excel and PowerPoint.

Healthwatch Reading home of Reading Voice Advocacy Services

3rd Floor, Reading Central Library, Abbey Square, Reading RG1 3BQ | 0118 937 2295

info@healthwatchreading.co.uk | healthwatchreading.org.uk

helpdesk@readingvoice.org.uk | readingvoice.org.uk