

Reading Voice Advocacy Services Manager

This is a key position within the Healthwatch Reading and Reading Voice Team. 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.

Grade: Starting salary £29,636 pro rata

Working hours/Contract: Part time up to 24 hours until March 31st 2022

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 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

Skills & Experience:

- A qualification in advocacy or a working knowledge of advocacy.
- Ability and experience to manage and lead a service.
- Good IT, organisational and communication skills.
- Interest in/or experience of working with health and social care services.
- Experience of working with statutory organisations.
- Experience of working with diverse groups across the protected characteristics.
- Experience of organising and prioritising a demanding workload in a stressful environment.
- Experience of networking and working with key strategic partners and Boards.
- Knowledge of the Health and Social Care Act 2012.
- Knowledge and working understanding of the Care Act 2014.
- The ability to work flexibly with occasional weekend and evening work.

If you feel you would like to take on this rewarding role, please send a copy of your CV to mandeep@healthwatchreading.co.uk.

The closing date for this post is **Monday 22nd March 2020**. You will be notified as soon as possible after that date if you have been short-listed for interview.