**THE ADVOCACY PROJECT Job Description**

**Team Leader**

**Salary:**  £30,001 - £31,645

**Hours:** 35 per week

**Conditions:** Based on the Terms & Conditions of Employment

of the Advocacy Project.

**Accountability:** Operations Director

**Purpose of Post:**

To provide line management of operational services and staff. To ensure the effective and efficient delivery of independent advocacy services as defined within the contractual arrangements and specification the organisation has with commissioning bodies Reporting to the Operations Director, the Team Leader will be responsible for the management of service demand, operational staff, promotion, publicity, monitoring and reporting

**Duties and Responsibilities**

**Staff Leadership & Management**

* Provide effective management and support to the staff team
* Implement and monitor effective systems and procedures to ensure optimum performance levels
* Provide leadership, direction and support to your specified team and demonstrate behaviours that reflect these qualities, leading by example
* Address areas of required improvement and provide support for staff members
* Contribute to an effective management team
* Represent the Operations Director and the organisation as required

**Demand Management**

* Be responsible for regular monitoring and reporting on service provision, both internally and externally
* Along with colleagues, lead and manage an effective and efficient work allocation process to optimise service delivery
* Review and assess referral allocation in line with organisational eligibility criteria and service priorities

**Monitoring & Reporting**

* Lead in the monitoring and analysis of statistical information to ensure it meets organisational and commissioning needs
* Lead in the implementation of internal quality assurance arrangements.
* Effective operation of in-house case management system
* Produce monthly/quarterly reports for monitoring purposes
* Produce quantitative and qualitative data as required for internal and external monitoring purposes
* Research advocacy themes and trends with a view to identifying areas of demand for the potential development of new services

**Promotion and Outreach**

* Lead in the development and ongoing review of a promotion and outreach strategy for the identified services
* Co-ordinate staff attendance and participation at promotion and outreach events
* Manage and co-ordinate staff in the preparation of presentations and publicity material
* Network with other organisations and agencies at local and national event to raise awareness of advocacy
* Represent the organisation at local and national forums by participating and contributing to advocacy development