



National Advocacy Service for People with Disabilities: Regional Advocacy Manager

Job Description

The National Advocacy Service for People with Disabilities provides an independent, confidential and free, representative advocacy service that works exclusively for the person using the service and adheres to the highest professional standards.

The service has a particular remit for people with disabilities who are isolated from their community and services, have communication differences, are inappropriately accommodated, live in residential services, attend day services and have limited informal or natural supports.

The National Advocacy Service is managed by a Board of Management and has responsibility for the delivery of an advocacy service for people with disabilities. The National Advocacy Service is provided through four regions and a National Office which is based in Dublin.

The four regions are:

Region	Including
Greater Dublin	Dublin, Fingal and Wicklow
Northeast & Midlands Region	Cavan, Laois, Longford, Louth, Kildare, Meath, Monaghan, Offaly, Westmeath,
Western Region	Clare, Donegal, Galway, Leitrim, Limerick, Mayo, Roscommon, and Sligo.
Southern Region	Carlow, Cork, Kerry, Kilkenny, Tipperary, Waterford, Wexford

Reports to: National Advocacy Manager

Salary: €50,016 - €61,064 pro-rata

It is anticipated that new entrants to the National Advocacy Service for People with Disabilities will be appointed on the 1st point of the scale however, incremental credit, should it be awarded, will be based on previous relevant experience as set out on application form.

Hours: The position is full time and may involve working some unsocial hours.

The position entails travel throughout the region; therefore the ability to provide your own transport requirements is necessary for the post for the post.

Core Duties and Responsibilities

National/ Regional Advocacy Remit

- Work as part of a national NAS advocacy team to contribute to the organisation's strategy, improve practice and influence change
- Collaborate with other Regional Advocacy Managers in the National Advocacy Service on the development and implementation of quality standards, staff training and development, and service delivery initiatives
- Manage appropriate referral of clients for a personal advocacy service
- Manage and consolidate effective relationships with key stakeholders across the region
- Ensure that the needs of people with disabilities for information, advice and advocacy are met through the service that best supports their needs and that those with the capacity to self-advocate are supported to use mainstream services in their local community as appropriate
- Collate and report to the NAS National Manager on issues that arise for people with disabilities to inform proposals for systemic changes in both the delivery and policy of public services

Managing and developing a team of advocates and associated staff

- Oversee day-to-day management and strategic direction of the service at regional level in line with the NAS national strategy
- Recruitment of staff to the Regional Advocacy Team
- Lead and direct the regional advocacy team in the delivery of a quality representative advocacy service to people with disabilities, particularly those who are vulnerable
- Monitor the implementation of national quality standards and ensure standards are maintained by team
- Develop case-load strategies, assigning advocates to cases and locations according to need, availability and expertise
- Effectively manage advocates' casework
- Actively monitor accurate and timely electronic recording of casework by advocates in line with case management requirements
- Supervise and support the Regional Advocacy Team and provide reflective practice for advocates
- Ensure ongoing training and development of staff and develop expertise within the team to meet customer needs
- Monitor adherence to data protection legislation and instil good practice in this regard
- Safeguard the principle of independence of the National Advocacy Service in the region
- Participate and work within a Performance Management Development System (PMDS) process and undertake PMDS with advocacy team.
- Engage in direct advocacy work in limited circumstances and undertake reflective practice accordingly.

Administration

- Provide regular service activity reports
- Evaluate and report on regional impact of service in line with the NAS Strategic Plan
- Coordinate and attend meetings of the Regional Advisory Group and provide support and reports as required
- Provide regular activity and other reports /submissions as required
- Ensure compliance with employment legislation and with agreed HR policies and procedures in conjunction with the Corporate Services department

- Manage the regional advocacy budget, financial planning and accounts for the advocacy service, maintaining an agreed financial system within the appropriate guidelines
- Highlight to the National Manager issues of concern and communicate gaps in policy that are affecting access to services by people with disabilities
- Engage with service providers to effect change and improvements in service delivery locally.

Promoting Advocacy

- Build contacts with key stakeholders and participate in relevant networks
- Undertake promotional work on the National Advocacy Service to people with disabilities and their representative organisations, service providers and the general public.
- Collaborate with other relevant organisations, including CISs and MABS to improve services for clients

Person specification

- An understanding and knowledge of the philosophy, background and operation of advocacy practice
- Ability to plan strategically and set goals
- Proven analytical skills
- Ability to monitor and evaluate impact of service on client group
- Experience of managing and motivating others and of supervising professional practice
- Ability to represent, negotiate and communicate on behalf of others
- A deep understanding of the needs of people with disabilities and the barriers experienced in accessing services
- Excellent judgement
- High degree of personal integrity
- Ability to work within a team structure
- Flexibility and problem solving abilities

Required competencies for position

- Educated to graduate level in social sciences, humanities, law Equivalent experience and training will also be considered
- Experience of advocating on behalf of others
- Experience (minimum 2 years) of managing high performance teams
- Previous experience of working in a service-delivery role
- Extensive knowledge of relevant disability legislation, social policy issues, disability rights and issues, person-centred planning
- Excellent communication skills
- High standard of written English and report writing
- Good IT and case management skills
- Experience of and commitment to capacity-building among staff and organisations.
- Ability to give presentations
- Ability to prepare and engage in annual budget processes
- Ability to evaluate performance and measure outcomes,

Desirable competencies/Qualifications

- Management qualification
- Advocacy qualification