

INFORMATION PACK

**Advocacy Service -  
Team Manager**



## WELCOME

Thank you for your interest in our organisation and this role.

We're looking for someone who's driven to make a real difference within the local community through the delivery of services, with our charitable purpose at the centre of everything.

Teesside Mind has been working in local communities to improve mental health and wellbeing for almost 30 years. Mental health has never been as widely understood or help so widely available.



Ours is a vibrant organisation to work for and our staff are our most important asset. We are compassionate, trustworthy, and determined. We use evidence-based interventions, backed up by policies, training and expert support to help people lead full and happy lives.

I hope you'll be interested in joining our focussed and impactful team once you've read this pack and I look forward to meeting you.

Emma Howitt  
Chief Executive Officer

## We helped Peter set up a football team

**“Teesside Mind has been a good support, knowing I could call them has been a great help. I was struggling with my mental health, playing football improved this, it feels rewarding when I am doing it. Teesside Mind gave me the confidence to keep going with the group, it feels like a group of mates, as we have been playing together for that long.”**

## OUR VALUES

### CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

### WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

### TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

### DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

### PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



## We support Maggie with her mental health recovery

**"I now feel like there may be a light at the end of a very dark tunnel. All I have ever wanted is to be listened to in regards to my mental health. Finally, I am being heard. The months we have worked together, gave me hope, coping mechanisms, advice and ultimately got me what I have always wanted - a diagnosis (from secondary services)."**



## JOB PURPOSE

**The post holder will be responsible for the management of our Tees-wide advocacy service ensuring the delivery of a high-quality service and working closely with the Teesside Advocacy Hub lead and partners.**

The role will lead, supervise, and monitor the performance of the team, and contribute towards the development and growth of the service and the staff team. The post holder will provide oversight of the day to day running of the service, including accepting and allocating referrals, managing capacity and demand and providing regular guidance on safeguarding and safety related issues.

The post holder will play an active role in contributing to the planning and development of the wider organisation and acting as an ambassador for Minds values.

### **Management duties:**

- Responsible for managing and leading the delivery of the Advocacy service.
- Monitor performance, quality delivery and outcomes of the service inline with the contract and service model.
- Build honest, open and effective relationships with partners, including the Teesside advocacy hub and lead provider, the staff, commissioners, funders, and other agencies within the local area, and be able to influence and negotiate effectively with those partners to progress our work.
- To represent the service at provider meetings and events and act as a point of contact for commissioners and other professionals.
- To prepare timely and accurate monitoring reports as per contract requirements.
- To work with the Service Manager to inform operational budgets, monitor operational income and expenditure and proactively manage performance to ensure income aligns with budget expectations.
- Ensure the delivery of high quality advocacy support provided within our model of care and compliant with legislation and best working practices.
- Provide leadership and management support to the Senior Advocate(s) and Advocacy team including guidance on approaches to working with complex situations, safeguarding and safety management, in line with our policies and processes.
- To lead on recruitment, staff induction and training and ensure HR processes are managed within organisational policy and process.
- Ensure we have quality data, feedback, and insights to understand the effectiveness of our services and drive continuous improvement, sharing learning with stakeholders.
- Manage the advocacy referral and allocating system – balancing case numbers and geographical allocation, maximising efficiency.
- Facilitate regular Peer Group supervision to encourage reflection and shared learning.
- Involve service users and other stakeholders in co-production where appropriate and ensure the service develops based on new ideas, stakeholder feedback and best practice.
- To contribute to Teesside Mind's operational management team including monthly meetings, management support rota and delivery of training.

### General duties:

- Be responsible for own Health and Safety and contribute to Health and Safety systems and safe working practices.
- Ensure all activities are delivered within legal requirements and Mind's Quality Standards.
- Work within the policies and procedures of Teesside Mind at all times.
- Take part in support and supervision as required.
- Undertake other tasks commensurate with the position as required.

### Person specification :

This document sets out the skills and experience required for this post and will be used for shortlisting and interviewing candidates.

### CRITERIA

Qualifications/training	Essential	Desirable
Advocacy qualification/s	•	
Educated to Level 3 or equivalent	•	
Management qualification		•

Experience	Essential	Desirable
Successful project management- quality assurance, performance management, targets, monitoring reports	•	
Partnership working and contract management	•	
Delivering effective line management supervision	•	
Delivering effective case management – audits, risk management, record keeping	•	
Identifying and managing risk and safeguarding concerns	•	

<b>Experience</b> Cont.	<b>Essential</b>	<b>Desirable</b>
Working in community care settings	•	
Managing own safety and staff safety	•	
Identifying and making project/service improvements and developments	•	
Involving lived experience in the design and delivery of services		•

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Advocacy provision- statutory and non-statutory (IMHA, IMCA, NSA CAA, PRPR)	•	
Mental Capacity Act	•	
Vulnerable and excluded groups and their needs	•	
Provider Frameworks		•
Local mainstream and targeted services	•	
An understanding for the need of a robust service model & its implementation	•	

<b>Skills and competencies</b>	<b>Essential</b>	<b>Desirable</b>
People management skills	•	
Performance management skills and ability to support individuals and teams to meet targets	•	
Communication skills, orally and in writing, including complex or sensitive information to beneficiaries, their families, carers and other professional colleagues	•	
Contract management skills	•	
Ability to establish and maintain effective relationships with a diverse range of people	•	
Administration and up-to-date IT skills	•	
Ability to manage own workload, minimum supervision, use own initiative & make appropriate decisions	•	
Ability to work under pressure, problem solve, meet deadlines and targets	•	

Other qualities	Essential	Desirable
Caring, compassionate and person centred approach	•	
High level of enthusiasm and motivation	•	
Asset based values, promoting independence and sense of personal control	•	
Ability to use supervision and personal development positively and effectively	•	
Commitment to Mind's values and objectives	•	
Current driving licence and use of own transport for work purposes	•	



## Main Terms and Conditions

**Job Title:**

Team Manager

**Contract:**

Permanent

**Responsible to:**

Service Manager

**Hours:**

36.5 hours per week

**Salary:**

£32,649.13 per annum

**Holidays:**

Starting at 26 days per annum pro-rata for part time plus pro-rata public holidays

**Location:**

Middlesbrough/Stockton office base. We operate a hybrid working arranged with office based working, travel across Teesside and occasional home based working.

**Disclosure:**

This position is subject to a 26 week probationary period, Right to Work Check, satisfactory references and an enhanced DBS check and subsequent re-checks.

## How to Apply

If you would like to find out more about this opportunity, please call 01642 257020 to speak to Lucy Cushley [lucy.cushley@teessidemind.org.uk](mailto:lucy.cushley@teessidemind.org.uk)

Please complete the application form which you can download from our website.

Interview dates: Wednesday 7th May.

**Closing date for applications:  
29 April 2025 by 12 noon**



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## Advocacy Service - Team Manager



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