

Job Description
Advocacy Manager, OCD Action



Title : Advocacy Manager
Reporting to: Director, OCD Action
Managing: Advocate (To be recruited), Advocacy Volunteers
Location: OCD Action office, London.
Hours: 30 hours / week (flexible working)
Salary: £24,000 (full time equivalent £30,000)
Holiday: 19 days not including statutory holidays

Background:

Over the last two years, OCD Action has been delivering a life changing Advocacy Service, the only specialist OCD advocacy service in the UK. Its purpose is to work with clients to challenge the ignorance and discrimination that they face in all aspects of their lives and secure the rights and support that they are entitled to and that they need.

To date, Feedback from clients shows that not only do the majority feel that the service has achieved the desired short term outcome but it is also possible to see how by working with clients in an empowering way their confidence, ability to cope, sense of control and knowledge have all improved. *(A full outcomes report is available in the advocacy section of the OCD Action website)*

Following a trial period, the Charity has now secured funding for this work for the next three years from Comic Relief. At present The Advocacy Manager works with a team of trained volunteers based in The North West and in London. This funding will enable OCD Action to double the current capacity of the service, recruit additional expertise, train and support more volunteers and bring face to face support to the South West, South Wales, Yorkshire and North East of the country.

Key Objectives:

The key objectives against which performance will be measured have been agreed with the project funder. These are summarised below

	Year One	Year Two	Year Three
Staffing & Volunteers	<p>Recruitment of Advocate to cover London & South East and the South West & South Wales volunteer hubs. Current Advocacy Manager to increase hours from 3 to 4 days per week.</p> <p>An additional 17 volunteers to be recruited and trained in existing North West and London & South East volunteer hubs. (two sessions)</p> <p>Volunteer recruitment for the South West & South Wales hub and for the Yorkshire and North East hubs.</p>	<p>Training of volunteers for the South West & South Wales hub and for the Yorkshire and North East hubs.</p> <p>Refresher and up-date training for all volunteers.</p>	<p>Refresher and up-date training for all volunteers.</p>

Promotion & Networking	Increased promotion and networking around North West and London & South East volunteer hubs and throughout OCD Action membership / stakeholders. Initial promotion around South West & South Wales and the Yorkshire and North East hubs.	Promotion around South West & South Wales and the Yorkshire and North East hubs. Networking and initial discussions with generic mental health advocacy groups around all four hubs.	Networking discussions with generic mental health advocacy groups around all four hubs. Work to identify local statutory commissioner and contract opportunities. Continued promotion around all four hubs.
Monitoring & Evaluation	Review of current monitoring and evaluation processes and increase use of current monitoring and evaluation software.	Year one full report released and finding shared with key advocacy networks, (Action 4 Advocacy, Advocacy Coalition) Complete the process of acquiring Action 4 Advocacy Quality Standard Mark.	Year two report and final report completed. Monitoring, evaluation and recommendations documents prepared for potential statutory funders.
Management & Oversight	Advocacy Project steering group created (to include an OCD Action Trustee) to work with the Director and Advocacy Manager to oversee work and review monthly progress reports	Advocacy Project steering group created (to include an OCD Action Trustee) to work with the Director and Advocacy Manager to oversee work and review monthly progress reports	Advocacy Project steering group created (to include an OCD Action Trustee) to work with the Director and Advocacy Manager to oversee work and review monthly progress reports
Volunteer Hubs	North West London & South East	North West London & South East South West & South Wales Yorkshire & North East	North West London & South East South West & South Wales Yorkshire & North East
Total volunteers (average over the year)	30	55	50
Number of Cases per volunteer	4	4	5
Total number of Cases	120	220	250

Specific Duties:

National Advocacy Provide advocacy training to OCD Action Helpline volunteers to enable them to provide “low level” advocacy support.

Personally taking on cases of nationally significance where claims and rights can be tested, (e.g. in relation to timely access to Cognitive Behavioural Therapy,) so as to set a precedent that can be used throughout the UK.

Volunteer Training & support

Recruit, train, supervised and support appropriate volunteers to provide advocacy support to people affected by OCD.

Networking

Meet with and develop strong relationships with local service providers (both statutory and Third Sector) and commissioners in targeted regional areas.

<i>Materials</i>	Produce new and update existing materials (Hardcopy and online) that give a simple guide to advocacy and outlines individuals' rights in relation to their treatments. <i>(please view the advocacy section of the OCD Action website to see existing materials)</i>
<i>Expertise</i>	Act as OCD Action's advocacy expert providing practical and strategic advice to the Director and Trustee team. Respond to media enquiries regarding advocacy and patient rights.
<i>Management</i>	To recruit, train, manage and support a professional advocate working in the North of the country ensuring that they meet their agreed objectives in-line with overall project objectives.
<i>Evaluation and dissemination</i>	<p>Ensure that all activity is monitored in relation to the quantity of interventions, the quality of interventions and the outcome of work undertaken.</p> <p>Produce a monthly activity report for the Director and up-date on activity on a weekly basis.</p> <p>Produce a first year report and evaluation of the project to include recommendations on the best way to provide advocacy for people with OCD.</p> <p>Share evaluation findings and final project with other relevant stakeholders via the OCD Action website and through seeking suitable opportunities to present findings in person at relevant events.</p>

NB: This is an evolving position within OCD Action and as such you may be required to undertake additional duties not listed here that are considered to be in accordance with the overall aim and objectives of the post.