JOB DESCRIPTION

Job Title: Consultation Services Manager

Reporting To: The Chief Executive Officer

The Elfrida Society

The Elfrida Society has supported people with learning disabilities in Islington since 1919. We are a local charity well established and respected in our borough delivering a range of services with a focus on pioneering work which challenges attitudes towards people with learning difficulties and influences local and national policy. Our mission is *'to make it possible for people with learning difficulties to manage as much of their lives as they want or feel able to do'.*

The aim of this post is to oversee the Consultation work at The Elfrida Society. This includes providing direct support, facilitation and management of the Power and Control Group (P&C), the User Led Monitoring Group (ULM), Carers View (CV) and support staff.

The Power and Control Group employs people with learning difficulties to represent the interests of their peers on the Islington Learning Disability Partnership Board and the Power and Control Sub Group of the Partnership Board. The project manager will also support Power and Control Group members involvement with other Partnership Board Sub Groups for example the Employment, Health, Housing and Keeping Safe Sub Groups.

It will also promote advocacy and group-advocacy in order that the Power and Control Group will be an effective channel through which views and opinions of service users can be expressed, and through which service users can be involved in shaping and monitoring local services for people with learning difficulties. The Project Assistant directly supports this work ensuring the project has resource to meet its aims.

The User Led Monitoring Group employs people with learning disabilities and **Carers View** employs family members of people with learning disabilities to monitor services in Islington. The ULM and CV team visit Learning Disability Service Providers in Islington and interviews service-users and family members to find out what they think about the services they receive.

With the support of the Consultation Services Manager, the group co-produces a report about each service which is then submitted to the London Borough of Islington. This helps the Council to monitor and, most importantly, improve the services it provides for people with learning difficulties.

Key Purpose of the Job

The Consultation Services Manager will ensure delivery of all of our duties and responsibilities outlined within our contract with LBI to deliver consultation services in Islington and any other consultation grants and contracts. This will include preparing contract monitoring reports and liaising with staff to ensure that their work and feedback is gathered and fed forward.

THE POWER AND CONTROL GROUP

Key Responsibilities Include:

1. To meet the requirements and outcomes of the service specification and to ensure that the service is run to a high standard.

2. Maintain and develop a representative Power and Control Group in Islington including supported employees and volunteers.

3. Facilitate regular small and large Power and Control Group meetings for people with learning disabilities in Islington.

4. Support and enable Power and Control Group representatives to attend and participate in the Partnership Board meetings.

5. Provide regular individual appraisals, group supervision and employment support for Power and Control Group Members and Project Assistant in line with The Elfrida Society's policy and procedures.

6. Researching and developing positive links with local venues and service providers to ensure the Power and Control Group are able to use appropriate and accessible meeting rooms.

7. Develop links through positive liaison with voluntary and statutory services to ensure people with learning disabilities have the support they need to attend the regular meetings of the Power and Control Group and associated one-off events e.g. conferences and training.

8. Establishing appropriate links and carrying out promotion campaigns as necessary to increase the level of knowledge about the Power and Control Group amongst people with learning disabilities.

9. Establishing and maintaining good contact with family carers and other people providing support to people with learning disabilities on the Partnership Board and the Power and Control Group.

10. Research good practise in the field of advocacy, and in particular with regards to support to service users onto the Partnership Board.

11. Work with the existing group to develop the aims and objectives of the group, their role and recruitment of new members and volunteers.

12. Manage and support the Project Assistant to ensure the work of the group is delivered on time and to a high quality based on best practice.

USER LED MONITORING GROUP & CARERS VIEW

Key Responsibilities Include:

1. To meet the requirements and outcomes of the service specification and to ensure that the service is run to a high standard.

2. Provide regular individual appraisals, group supervision and employment support for ULM Group Members and Carers View in line with The Elfrida Society's policy and procedures.

3. Support the ULM and CV Researchers during group sessions, visits and the reporting process.

4. Prepare and support the preparation and submission of visit reports as per the service commissioners' requirements

5. Support the ULM and CV Researchers to travel to Learning Disability Service Providers and to interview people with learning disabilities and their family members.

6. Support the ULM and CV Researchers to use and develop computer and IT skills and equipment necessary for their work.

7. Support the ULM and CV Researchers to understand their responsibilities as The Elfrida Society's employees and to follow staff procedures.

INTERNAL /EXTERNAL LIASION

1. To supervise and monitor the carrying out of duties and provision of timely and adequate information on all outcomes to be incorporated into reports for LB Islington as requested.

2. To maintain a positive and productive relationship with partners.

3. Representing the service and the organisation at all relevant internal and external meetings. This may include occasional formal presentations to a variety of statutory and voluntary organisations.

4. Work in co-operation with staff and volunteers to ensure the needs of people with learning difficulties are central to project delivery.

5. Initiating and participating in training and development functions.

6. Attending regular supervision sessions and participating actively in annual appraisals.

7. Build and maintain effective partnerships and collaborative working with service providers and relevant organisations in Islington and neighbouring boroughs

ADMINISTRATIVE WORK

1. Ensuring that efficient record keeping and administrative systems are maintained.

2. Develop and maintain accessible formats for meetings, minute taking and reports.

3. Carry out necessary risk assessments, especially at the start of new projects and activities and after and during monitoring visits.

4. Keeping within the financial constraints of the budget.

5. Managing staff hours and identifying future need in employment support.

MANAGING STAFF INCLUDING SUPPORTED EMPLOYEES

1. Recruitment, induction, DBS checks and supervision for supported employees, staff and volunteers.

2. Supervise, support and develop project staff and run team meetings including action learning to encourage reflective practice.

3. To identify training and support needs, provide training or outsource where necessary.

4. Convene regular whole team meetings including the use of action learning

MONITORING AND EVALUATION

1. Work in partnership with staff and volunteers to gather feedback and monitoring information in order to evaluate the work of the project.

2. Work in co-operation with the London Borough of Islington and service commissioners ensuring accurate contractual monitoring information is submitted.

3. Establish and maintain systems and records that accurately reflect level and type of involvement of people with learning disabilities on the Partnership Board and Sub Groups.

4. Develop and use accessible resources (including multimedia and IT) to ensure all project members can give feedback and meeting the needs of service users in Islington, including those who have complex communication needs.

5. Subscribe to The Elfrida Society Quality Assurance Framework and in line with this carry out regular user satisfaction surveys.

GENERAL

1. To attend monthly supervision meetings and to participate in team and staff meetings as and when required

2. To work within and fully comply with the policies and procedures of The Elfrida Society

3. To keep up to date and attend necessary training to ensure understanding of relevant policies and procedures legislation, standards and requirements

4. At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals

5. To undertake any other duties, proportionate with the purpose and remit of the post and to participate in other events as requested by line manager

All duties and responsibilities must be carried out in line with requirements of Data Protection Act, Equalities Act and with due regard to own and others' health & safety.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

EQUAL OPPORTUNITIES

All The Elfrida Society employees are expected to implement the agency's equal opportunities policy in their day to day work by developing a range of practical strategies for encouraging all users of our services to feel welcomed, and that cultural and ethnic differences are valued.

ACCOUNTABILITY

All workers are expected to maintain a professional approach and to be generally accountable for their work and that of the agency at all times.

The Consultation Project Manager is accountable to the Chief Executive, who is in turn accountable to the Board of Trustees.

PERSON SPECIFICATION

Skills and Ability			
Requirement		Essential/Desirable	Measured
1.	Project management and development skills including budget management, fundraising and services growth and development.	Essential	Application form and interview
2.	High level of listening, written and verbal communication skills	Essential	Interview group interview and interview task
3.	Ability to work independently and manage own workload	Essential	Interview
4.	Ability to design and use a range of inclusive consultation and evaluation tools with people with learning disabilities.	Essential	Interview
5.	Ability to communicate effectively and respectfully with people with learning difficulties on an individual basis and in groups	Essential	Group Interview
6.	Ability to establish professional relationships at all levels	Essential	Application form and interview
7.	Ability to translate individuals with LDs priorities into plans and actions	Essential	Application form and interview
8.	Ability to empathise with people with learning disabilities, relate to their concerns and to inspire trust and confidence	Essential	Group Interview
9.	Ability to bring together people with learning disabilities, carers and professionals to share good/bad practice, develop and promote joint protocols and gain shared understanding	Desirable	Application form and interview

Knowledge & Experience			
Requirement		**Essential/Desirable**	**Measured**
10.	A working knowledge of specialist and general services for people with learning difficulties and learning disabilities.	Essential	Application form and interview
11.	Understanding of the needs of people with learning difficulties and the barriers facing them - and an ability to challenge those barriers.	Essential	Group Interview
12.	Knowledge of both vulnerable adults and child protection procedures and an understanding of the need to maintain confidentiality	Essential	Application form and interview
13.	Knowledge & experience of good practice in delivering advocacy.	Essential	Application form and interview

14.	An awareness of the legislative framework which affects the lives of people with learning disabilities, carers, families and children	Desirable	Application form and interview
15.	Have experience of a range of I.T. programmes including word processing, database and spreadsheets	Essential	Application form, interview and interview task
16.	Working together with other professionals from both the voluntary and statutory services.	Essential	Application form and interview
17.	Developing, delivering and evaluating training courses for volunteers, training support workers/ people with learning difficulties.	Desirable	Application form and interview
18.	Experience of giving presentations to funders and tendering for work	Desirable	Application form and interview

	Equalities		
	Requirement	Essential/Desirable	Measured
19.	A clear understanding and commitment to the Elfrida Society Equal Opportunity policy, anti-discriminatory practices and an understanding of different forms of discrimination	Essential	Application form and interview

TERMS & CONDITIONS OF EMPLOYMENT

- **Salary:** Salary for the post - £30,460pa (pro rata) Inc. London Weighting.

- **Pension:** All eligible employees are automatically enrolled into our scheme. Contributions are in line with the governments' minimum standard (currently 5% employees and 3% employers).

- **Hours:** 28 hours per week. Normal working days are Monday to Friday – Normal office hours 9:30 - 17:30 with up to one-hour unpaid lunch break. The nature of the role is such that some flexibility is allowed. Additional hours may be required from time to time, including some evening or weekend work. Time off in Lieu will be granted for extra hours worked outside the contractual hours and in the evenings or weekends. Overtime payments are not normally made.

- **Annual leave:** 30 days per annum pro-rata + 8 public holidays

- **Based at:** The post holder will be primarily based at 34 Islington Park Street. The post holder will be required to travel and work

All other terms and conditions are as listed in the Contract of Employment.