The Welcome Centre
food bank and more...

JOB DESCRIPTION

POST: **Advocacy, Guidance & Support (AGS) Manager**

RESPONSIBLE TO: Chief Executive

JOB SUMMARY:

- To provide leadership, direction and support to Advocacy, Guidance & Support (AGS) staff and volunteers, including leading in recruiting, training, and supervising AGS volunteers.
- To coordinate staff and volunteers in delivering one-to-one support to food bank clients, ensuring a client focussed, high standard of service at all times.
- To coordinate the development and maintenance of partnerships with other agencies, for the benefit of clients with long-term issues.
- To coordinate the development and maintenance of client resources and training, and develop other client focussed projects where appropriate.

MAIN DUTIES AND TASKS:

Team leadership:

- To lead on recruitment, training, supervision and support of all volunteers involved in delivering the AGS service.
- To develop a training programme for volunteers, and associated training resources and records.
- Coordinate the day to day delivery of the AGS service, including scheduling volunteer rotas.
- Provide day to day supervision and guidance for all AGS staff and volunteers.
- Conduct regular reviews with all AGS staff and volunteers, and keep accurate records of these meetings.
- Liaise closely with Chief Executive about any issues within the team.

Coordinate client support:

- Implement and supervise a triage approach to client support, in which volunteers triage clients and provide more simple support, and staff support clients identified with complex issues.
- Offer one-to-one advocacy, guidance, and support to identified clients with complex issues, including liaising with other support agencies on behalf of clients.
- Capture statistics and create case studies illustrating the AGS team's work with clients, for use in The Welcome Centre's wider promotional work.
- Coordinate an annual programme of client engagement through focus groups, interviews, and surveys, to monitor and improve the AGS service.

Develop and maintain partnerships with other agencies:

- Maintain up to date knowledge of social care providers locally.
- Identify agencies with whom The Welcome Centre can develop partnerships, and coordinate the AGS Officer in developing these partnerships.
- Ensure staff keep up to date records of partnership developments, providing regular updates to line manager.
- Act as a point of liaison with external support agencies.

Produce information and guidance for clients:

- Coordinate the AGS Officer in researching and identifying topics for which we need to develop client resources.
- Supervise the AGS Officer in producing and maintaining resources and training courses to help clients overcome their issues.
- Supervise the AGS Officer to ensure all client resources are properly promoted and made accessible to clients in the reception area.
- Identify opportunities to work with partner agencies to share client resources and deliver training courses.

Other duties:

- Liaise closely with Chief Executive, providing regular updates on your work, to enable reports to be made to the Board and sub-groups.
- Support the day to day running of The Welcome Centre by helping to cover for holidays and absences, if required.
- Undertake all administrative tasks with a high level of skill and accuracy, including word processing and maintaining data records.
- Perform other such duties as may reasonably be required from time to time.