

**JOB DESCRIPTION**

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

**RESPONSIBLE TO: Chief Executive**

**JOB SUMMARY:**

* To provide leadership, direction and support to Advice, Guidance & Support (AGS) staff and volunteers, including leading recruitment, training, scheduling and supervising AGS volunteers.
* To develop and maintain partnerships with other agencies and stakeholders to ensure effective, allied approaches to client support
* To develop, maintain and deliver training for clients, colleagues and external agencies to promote client led working practices
* To hold a small caseload of clients requiring more intensive, tailored support
* To promote an organisational culture of engagement, improvement and best practice to deliver a high quality and accessible provision

**MAIN DUTIES AND TASKS:**

**Line management of AGS team:**

* Lead and manage AGS staff and volunteers to build and maintain a capable and motivated team to include frequent staff supervision, case support, rota scheduling, file sampling and case studies
* Lead and influence safeguarding and GDPR compliance to ensure best practice at all times.
* Remain aware and agile to developments in health and social care, subsequent amendments to national legislation and local safeguarding policy and disseminate new information in a timely manner to all staff and volunteers.
* Actively seek out training, peer working and continuous professional development opportunities for the AGS team to continually improve practice, efficiency and delivery
* Support AGS volunteers in their work by sharing knowledge, offering advice and acting as a role model of best practice in the service

**Providing one to one intensive support for AGS clients:**

* Take the lead in identifying clients with more complex support needs who would benefit from intensive one-to-one support and manage a small caseload of these clients
* Offer one-to-one advice, guidance, and support to identified clients with complex issues.
* Maintain time sensitive, accurate and GDPR compliant records of client plans, assessments and exit feedback with a high level of skill and accuracy
* Liaise with other support agencies (including referral agencies) on behalf of clients.

**Develop and maintain partnerships:**

* Maintain up to date knowledge of social care providers and networks locally and regionally to remain aware of new developments
* Input and attendance as required at local and regional network and forum events and dissemination of knowledge obtained to the wider team as appropriate
* Identify agencies with whom The Welcome Centre can develop partnerships, for the mutual benefits of client groups.
* Keep up to date records of partnership developments, providing regular updates to the Chief Executive.
* Act as a point of liaison with Local Authority and other statutory partners and contribute to external meetings as necessary
* Collaborate with statutory and voluntary services to build and maintain partnerships for the enhanced benefit of our clients

**Produce training for clients, colleagues and external partners**

* Research ways of helping clients by identifying individual needs and collaborating with specialist agencies as appropriate, to develop client resources.
* Produce, maintain and deliver innovative, creative and tailored training to clients using a variety of techniques to ensure optimum engagement
* Responsible for producing and providing workshop style training to all staff and volunteers to keep knowledge current and ensure that client resources are utilised effectively
* Identify opportunities to work with partner agencies to share client resources wherever possible and deliver workshop style training as required to enhance allied working practices

**Improvement & engagement:**

* Lead on maintaining purpose and outcomes from AGS subgroup (comprised of Trustees, staff and external partners) actively seeking new members to bring additional expertise into TWC
* Responsible for our client and external agency surveys to monitor and action feedback points to remain responsible to our stakeholders and to continuously improve our clients experience
* Remain proactive in promoting equality, diversity and inclusion amongst the AGS team, client base and wider organisation at all times to support inclusive engagement for all
* Responsible for management returns and monitoring for external funding bodies and service commissioners, setting targets for the AGS and monitoring to remain on track
* Liaise closely with the Chief Executive, providing regular updates on your work, to enable reports to be made to the Board and organisation sub-groups.

**General duties:**

* Create case studies of your work, for use in The Welcome Centre’s wider promotional work.
* Support the day to day running of the service by helping to cover for holidays and absences, if required.
* Perform other such duties as may reasonably be required from time to time