



Job Description

Job Title:	Senior Advocacy Support Officer (Right Support: Right Time)
Reports To:	Performance and Quality Manager
Department:	Housing Department, Derry-Londonderry or Belfast Office
Salary:	Pts 29 – 32 (£38,626 - £41,511 per annum)
Date:	January 2025

Role Purpose

The Senior Advocacy Support Officer (Right Support: Right Time) will be responsible for supervising a team of staff and ensuring that the objectives set for their area of responsibility are achieved, under the direction of the Performance and Quality Manager. The Senior Advocacy Support Officer will be responsible for the day-to-day management of the Right Support, Right Time project, which will be coordinated by the charity Inspire Wellbeing. This will include ensuring the delivery of a high quality and effective mental health support service, in accordance with the standards and objectives set.

Staffing / Performance Monitoring

- Participate in the appointment of staff when required in accordance with the Association's procedure and Equality Legislation.
- Ensure the Association's system of performance management is implemented within their area of responsibility, undertaking appraisal and review meetings with staff, taking any follow-up action necessary and addressing any performance issues arising.
- Implement the disciplinary and grievance procedure in accordance with the Association's policies and procedures.
- Manage achievements of KPIs and objectives for the Association.
- Manage and record absence within the office. Approve annual leave, flexi leave and rota cover, ensuring adequate cover is maintained within the department.
- Fulfil the requirements of the Induction procedure for newly appointed members of staff and staff who have been promoted or transferred.
- Identify training needs of staff and take steps to ensure that these needs are met.
- Appropriate line management of staff, ensuring the best possible service is provided to service users
- Produce training packages and deliver training within the Housing Department.
- Ensure staffing levels are adequately managed to ensure a high level of service provision
- Maintain a high level of commitment and morale amongst staff.
- Ensure that the Apex's policies and procedures relating to all support functions are implemented.





- Work with Advocacy Support Officers to ensure the Right Support, Right Time project is implemented effectively.
- Ensure any non-compliance with standards is actioned on a timely basis.
- Ensure all staff perform their duties to the required standards through effective monitoring and regular meetings.
- Hold one-to-one meetings with staff to set monitor and review performance targets.
- Undertake any follow-up action necessary and apply the Association's policy to address any performance issues arising.

Financial Control

- Monitor and manage the funding associated with the Right Support, Right Time project and report on a timely basis to the funding coordinator at Inspire and management within Apex
- Ensure all financial procedures are adhered to and accurate records are maintained.

Right Support, Right Time

- Work on the set up and development of the Right Support, Right Time service
- Design and implement suitable referral pathways for officers
- Liaise closely with Inspire Wellbeing on all aspects of the project and implement guidance as directed
- Work alongside the Right Support Right Time Coordinator in ensuring timely and accurate reporting and record keeping.
- Participate in and facilitate reflective practice groups
- Arrange the delivery of training and counselling services for service users
- Plan and deliver group sessions and programmes within communities
- Report any concerns regarding abuse in line with Apex's policies
- Be aware of legislation and national policies as they affect individuals, particularly in the area of positive mental health
- Assist with the marketing and promotion of the Right Support, Right Time project and utilise a range of platforms to ensure accessibility and equality of access to the service
- Review and update policies as necessary
- Carry out all necessary administration in relation to the Right Support, Right Time project.
- Uphold the confidentiality of clients.
- Liaise with Councillors, Social Workers, Probation Boards and Health Trusts, and any other relevant external agency, regarding the Right Support, Right Time service

Communications

- Attend regular progress meetings.
- Ensure close liaison with Finance, Property Services and Personnel & Training departments and provide necessary information as and when required.
- Build excellent relationships with external organisations to develop the Right Support, Right Time project
- Hold regular meetings with all relevant staff, and ensure they are briefed and kept informed of progress.
- Ensure that reporting systems are implemented and kept up to date



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- Develop and deliver reports for a range of audiences as required
- Assist with the marketing and promotion of Right Support: Right Time and utilise the platforms to ensure accessibility and equality of access to the service, including drop-in clinics, live web chats, email and phone referrals.
- Develop and maintain collegiate working relationships with other Right Support: Right Time colleagues and partner organisations.

Customer Service Delivery

- Assist with the implementation of any surveys carried out to measure customer service delivery and satisfaction.
- Provide an effective advice service to customers and deal with complaints in accordance with the relevant policy and procedure.
- Work in conjunction with colleagues, tenants, etc to implement all procedures and practices

General Duties

- Provide input into the development, implementation and reviewing of policies, procedures and systems within the Housing Department.
- Ensure that all requirements of the Association's Equal Opportunities Policy are met and staff behaviour and attitudes reflect the Association's commitment to equality.
- Attend relevant and essential training as required by the project
- Foster good working relationships with all external agencies to include Mental Health organisations, NIHE, other Housing Associations, NIFHA, Health & Social Services Trust, Police, Probation, Voluntary Organisations, etc. Attend inter agency meetings and promote the aims of Apex Housing at all times.
- Assist the Performance and Quality Manager with the preparation of reports and statistical information.
- Monitor and review implementation of the Association's IT and Data Protection policies and procedures by all staff.
- Participate fully in the annual internal and external audit programme.
- Represent Apex and deputise as and when necessary for the Performance and Quality Manager in a professional manner.
- Implement Health and Safety issues identified at regular Health & Safety Committee meetings
- Any other duties, which may be deemed necessary by the Chief Executive.

Section 75

- Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work.
- No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.

RIGHT SUPPORT: RIGHT TIME is supported by PEACEPLUS, a programme managed by the Special EU Programmes Body (SEUPB).



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