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| **Job Role:** | Advice Team Leader  |
| **Reporting to:** | Advice and Advocacy Manager  |
| **Salary:** | £26,357.15 (probation rate) rising to £28,634.93 per annum |
| **Hours and working pattern:** | 37 hours per week Mon-Fri 08:30-16:30 (1 FTE) |
| **Location:** | Equal Lives main office and in the community |

**Purpose of the role:**

* To support the Manager with the co-ordination and development of the team’s information and advice delivery functions
* To assist the Manager with line management and day to day support of staff and volunteers in the team
* To provide information, advice and guidance about disability related issues to our clients and members, focussing mainly on our contracted work in Norfolk
* To oversee and facilitate group support sessions for clients and members to receive information and advice
* Promote and grow Equal Lives’ membership

**Principal tasks:**

**Team Leadership**

* Support the Manager to provide effective leadership for staff and volunteers within the team, carrying out regular 121s and providing day to day line management support
* Assist the Manager with new staff and volunteer inductions
* Co-ordinate and oversee the team’s day to day tasks and workload and make decisions about operational issues
* Support the Manager with the creation, development and implementation of group support sessions for clients and members to receive information and advice
* Promote a team culture which is honest, supportive, reflective and open to change
* Provide support and cover for other Team Leaders and team members as required
* Gather information on client and member views, using these insights to guide service and organisation wide developments in a user-led way

**Advice**

* Provide information and advice to clients and members via telephone, e-mail, or in a group setting (face to face and online)
* Organise, facilitate and chair group advice sessions with clients
* Log client interactions on our Charity Log system, ensuring accurate data recording to support reporting and contribute to reports as required, as well as adhering to GDPR.
* Keep up to date with changes to disability related legislation e.g. The Care Act
* Attend and participate in key forums and stakeholder meetings

**General Tasks:**

* Always work within Equal Lives’ policies and procedures
* Work closely with colleagues to ensure that Equal Lives’ services are of the highest possible standards
* Work in a professional way, upholding boundaries
* Work in a way which is empathic and non-judgemental
* Empower clients and members, and undertake all duties guided by independent living philosophy and social model of disability
* Take part in supervision, team and other meetings as required
* Participate in open days, conferences and other events as required
* Provide cover for colleagues and undertake other appropriate duties as required

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| **Person Specification: Advice Team Leader** |
| **Key characteristics** | **3 – High importance****2 – Med’ importance****1 – Low importance** |
| Have an understanding or lived experience of disabling barriers and/or the Social Model of Disability | 2 |
| Commitment to equality of opportunity and empowerment of disabled people | 3 |
| Proven experience in an advice role or similar, preferably in the charity sector | 3 |
| Experience assisting people in complex situations who may find communication challenging  | 3 |
| Personable and excellent customer service skills | 2 |
| Ability to work well independently and as part of a team | 3 |
| Ability to organise and manage conflicting priorities within own and team’s workload | 3 |
| Feel passionately about the ethos of Equal Lives and work towards our desired outcomes  | 3 |
| Significant experience of working with IT, including Office 365 – Word, Excel and Teams | 2 |
| Experience of leading a team or some line management responsibility | 2 |
| Experience of facilitating group sessions e.g. chairing meetings or delivering training | 2 |
| Proven ability to meet or exceed targets | 2 |
| Personal experience of disability  | 2 |