



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Autism Service Manager

Salary: £26,712- £29,640 (depending on experience)

Hours of Work: 37.5 per week

Location: Hybrid Working – a few days per week from one of our offices and a few days from home depending on service needs. Our offices are in Church Gresley (DE11 9NR) and Derby city (DE1 2EQ). There may also be occasional travel across Derbyshire, Derby, Nottingham and Nottinghamshire for which travel expenses will be paid. Flexibility is needed as will be required out of office hours on occasions (i.e. evenings and weekends)

Status: Permanent

Closing Date: 24 November 2023

Interview Date: WC 27 November 2023

Start Date: ASAP

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

The Service

Over the past three years, we have designed, developed and delivered the Autism Information and Advice Service in Derby and Derbyshire. This has enabled us to further develop our knowledge and experience of supporting autistic individuals and their families and carers, as well as working collaboratively with a wide range of partners and stakeholders to develop the right support for autistic people. This has also allowed us to expand to working in Nottinghamshire and now with ND services.

It is a very exciting time to join our Autism Services as we have recently been successful with tendering for another new contract to further enhance the support, we can provide to autistic people, and their families and carers.

We are looking for a driven, passionate and highly-knowledgeable Autism Service Manager to lead on the expansion and ongoing development of the Service to deliver support that is of the highest standards.

Our Autism Service is made up of five contracts, including:

- **Autism Information and Advice Service in Derby and Derbyshire** - supporting individuals living with Autism in Derbyshire County and Derby city, through the provision of information, advice and guidance, training and through the delivery of an Autism Alliance, providing peer support opportunities from people with lived experience.
- **Community of Practice in Derby and Derbyshire** – A monthly group that comes together online (professionals, organisations and experts by experience). The purpose of this meeting is to discuss gaps in services and support for autistic people, people with learning difficulties and people with neurodivergence. The aim is to create noise for required funding for new services.
- **Autism Information and Advice Service in Nottingham and Nottinghamshire** – Working in partnership with Citizens Advice Nottingham (us as the lead organisation), for a service which provides individuals living with Autism in Nottingham and Nottinghamshire, information, advice and guidance, community engagement and the delivery of an Autism Alliance.
- **Neurodevelopmental (ND) Community Hubs in South Derbyshire**- This is our service commissioned by ICB which supports autistic children/young people, families and professionals in South Derbyshire in a number of ways (providing a

space for them to come together, get information and support and have a workshops/training).

- **Autism in Schools Project** – A short-term service we are delivering to educate pupils within Derbyshire on what Autism is, how to support Autistic peers and workshops for parents and carers of Autistic children (within the schools).

Above are our current ongoing services within the Autism Service, there is potential that we will secure and have the opportunity to deliver additional autism services in the future.

The Role

1. Service Delivery

- Ensure adherence to all contractual targets and KPIs
- Ability to identify and mitigate against risks to the Service
- Report performance against targets and KPIs to the Services Manager as required
- Take a lead role in relation to delivery of the Autism Services, including:
 - *Maintaining and sharing relevant information with the wider team as appropriate;*
 - *Attending agreed training and cascading where agreed;*
 - *Acting as named contact for relevant updates and bulletins;*
 - *Providing appropriate support for staff development;*
- Provide practical support to ensure recording of service outcomes wherever appropriate
- Ability to produce a range of reports in line with organisational, contractual and commissioner's requirements
- Support compliance with relevant policies and procedures
- To maintain confidentiality, use discretion and sound judgement in undertaking all areas of responsibility.

2. Quality

- Ensure quality and compliance is of an excellent standard,
- Ensure any issues/trends around quality is addressed
- Ensure compliance with Citizens Advice Quality Standards, external quality standards and compliance with the Autism Act 2009.
- Ensure outcomes for clients are achieved as identified in our commissioned contracts.
- Assess all systems relating to the delivery of our advice and guidance services and implement ways to maximise efficiency and consistency across the organisation

3. Staff Management

- Formally line manage members of the team, including staff and volunteers, where appropriate (doing 121's with all team members)
- To undertake regular staff meetings in line with the organisation's quality expectations
- To undertake regular formal supervisions with all staff
- To ensure performance and quality reviews are carried out for all staff
- To manage staff absence as per organisation's policy
- To performance manage staff as per sickness, capability and disciplinary policies and procedures
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Encourage good teamwork and lines of communication between all staff
- Ensure the service is appropriately staffed at all times to achieve the expected standards

4. Administration

- Working with the organisation's Administration team to ensure that reports required internally and externally are completed to the expected standard
- To ensure staffing rotas are completed to maintain contract compliance
- Completing all HR for the Autism Services
- To be responsible for developing and maintaining information systems
- To co-ordinate reporting of contracts within the Autism Services and share key information with the Services Manager
- Monitor service expenses (incl. staff travel expenses and the service budget)

5. Stakeholder Management

- Leading of the Community of Practice meetings, including development of agenda and facilitation of discussion points
- Day-to-day contact with Citizens Advice Nottingham to ensure the successful delivery of the Community Autism Services.
- Development and successful delivery of stakeholder engagement plans in accordance with the overarching stakeholder engagement strategy
- Manage stakeholder mapping and prepare communications to stakeholders and respond to stakeholder enquiries
- Proactively manage, control and monitor activities against a service communications plan
- Attendance at contract review meetings with commissioners to update on contract performance

6. Other duties and responsibilities

- Being a member of CAMM's Operations Team
- Carry out any other tasks, which may be within the scope of the post to ensure the effective delivery and development of the service (to meet organisational needs).
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

Essential

- Experience of managing people including the ability to recruit, develop and motivate staff and volunteers;
- Experience of supporting and understanding neurodevelopmental conditions (including supporting families of people with additional needs).
- Excellent understanding of the Autism Act 2009 and the Autism Strategy and how this relates to the lives of autistic people
- Experience of representing a service/organisation at external meetings and ability to actively contribute to discussion points
- Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of a busy service area
- Excellent time management skills (this role is managing several contracts at once and therefore we require someone who is highly organised)
- Ability to work in a high-pressured environment and meeting targets;
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing;
- Have a full UK driving licence and access to own vehicle (this role requires travelling to different work locations).
- Approach – Our autistic community are passionate about change and advocating for autism awareness. It is important to be able to identify and adapt to all clients and commissioners you face in this role.

Approach needed for person in role

- Friendly
- Passionate
- Understanding
- Adaptable
- Empathetic
- Impartial
- Non-judgemental

Desirable

- Experience of successfully delivering projects in line with service specifications and contractual requirements.
- Experience of managing a budget and contributing to decisions on the allocation of resources.
- Experience of working directly with commissioners.

Want to chat about this role?

If you want to chat about the role further, you can contact Sneeta Binning on sbinning@citizensadvicemidmercia.org.uk

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

9 months – with possible extension if performance review is required.

Benefits

28 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

Full training provided and ongoing professional development.

TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent by 24 November 2023 to staff@citizensadvicemidmercia.org.uk