**The Manchester Men’s Room – Head of Support & Advocacy Services**

**Part-Time: 0.8 FTE (30 Hours)**

**Salary: £30,507 FTE**

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**Job title: Head of Support and Advocacy Services**

**Responsible to: Director**

The Manchester Men’s Room (TMR) is arts and social care charity which supports young men and trans people engaged in or at risk of involvement in sex work or homelessness. For the last 13 years we have delivered a range of services to marginalised and chaotic young male and trans sex workers and young men and trans people at risk of exploitation.  As an art based social care charity, we place arts-based practice at the core of our work. Co-production and service user involvement are a key element of our approach.

As a small frontline charity, volunteers are vital to our ability to deliver an effective service to the men we support. Volunteers are involved in all aspects of the organisations activities including creative engagement, street outreach, case work and netreach to online sex workers.

Based in our office in central Manchester the successful candidate will have the opportunity to develop and expand our existing provision ensuring our award winning and innovative approach continues to reach, engage, support and empower marginalised young men and trans people across Manchester and beyond.

**JOB DESCRIPTION**

**Job Summary**

The Head of Support & Advocacy Services will co-ordinate, manage and develop the advocacy and support aspects of our work. Ensuring that we have a safe, effective and accessible range of services that meet the needs of our service users. The post-holder will build on lead and develop outreach, advocacy and case work support. They will manage a small team of staff, volunteers and student placements. They will be responsible for ensuring all aspects of the work of The Men’s Room put the safety of our service users at the heart of what we do.

In addition to the day-to-day management of the service, the other key aspects of this post are developing new services to met our service users needs, supporting the director to identify appropriate funding opportunities and developing and maintaining strategic relationships to ensure the needs of our service users continue to be heard both at a GM and national level.

**Duties and Responsibilities of the Post-holder:**

**Key Responsibilities**

* Deputise for CEO both externally and internally
* Day to Day management of the Support & Advocacy aspects of the organisation
* Organisational Safeguarding lead
* Budget and finance management of Support & Advocacy Services
* Ongoing development and planning with specific responsibility for Support & Advocacy Services
* Developing and Maintaining key strategic relationships

**Staff and operational Management**

* Manage TMR’s Support and Advocacy staff including leading on the recruitment, placement, retention and development of all staff
* Manage TMR’s student placements including leading on the recruitment, placement, retention and development
* Provide leadership for the organisation and be the first point of call for day to day operations

**Financial Management**

* Manage the Support & Advocacy budget, and oversee the processing of expenses and related record keeping
* Identify and support the application and monitoring of grants and trust to ensure the financial needs of the organisation are met and sustainable growth.
* Identify and support opportunities to develop alternative revenue streams.

**Business Planning**

* Monitor and evaluate the Support and Advocacy Services impact and provide data and written reports for internal and external reporting as required
* Keep up to date with best practice, research, legislation and national and regional initiatives relevant advice, advocacy, health and social care and disseminating this learning across the organisation
* With the CEO, ensure the organisation has the resources it needs to operate effectively
* Provide strategic guidance for the organisation including business planning, building on learning and reflective practice.

**External Relation**

* Make positive, active representation of and advocacy for TMR’s work locally, regionally and nationally as appropriate.
* Influencing policy, governance and structures that impact on male and trans sex workers including but not limited to Policing of Sex Work, Homelessness and Health.
* Deliver training as required to other professionals ensuring the needs of male and trans sex workers and effective ways of working with them are understood
* Deputies for CEO both internally and externally
* To maintain the existing good working relationships both with all key stakeholders and develop new ones as and when the need arises

**Person Specification - Essential**

* Experience of recruiting and managing individuals and teams
* Experience of designing and delivering training
* Experience of monitoring and evaluation
* Knowledge and understanding of current legislation and best practice in relation to marginalized populations.
* Experience of developing new work streams in response to organizational, context and / or service user need
* Commitment to ensuring the voices of our service users guide our operational delivery and strategic development
* Excellent interpersonal skills and ability to work with a wide range of people
* Excellent oral and written communication skills including report writing and presentation
* Strong IT skills
* Ability to manage own workload and priorities
* Leadership skills including a high degree of motivation and the ability to motivate others
* Experience of multi-agency and partnership working
* Willingness to work anti-social hours including evenings and occasional weekends
* Ability to challenge practices and behaviors that do not best support the service users at a strategic level.
* Motivate and develop a team to reach their full potential for their development and for the services users they support.
* With the CEO and senior management team ensure the strategic objectives of the board and actioned.

**Person Specification - Desirable**

* Social Work or Youth & Community Work or equivalent qualification or relevant experience
* Experience of managing student placements
* Practice Educator qualified
* Experience and understanding of working/volunteering in the context of socially engaged participatory arts practice
* Experience of working or volunteering within one or more of the following fields: homelessness, sexual exploitation, sex work, youth offending, substance misuse, socially engaged arts