



Recruitment Pack

Director

March 2019

This pack contains:

- A letter from the Chair
- Information about Disability Advice Service Lambeth
- Disability Advice Service Lambeth organisational chart
- Information on the application and selection process
- Job Description and Person Specification



Dear Candidate,

Appointment of Director

Thank you for your interest in the position of Director with Disability Advice Service Lambeth.

Our current Director is retiring after 18 years in post during which time our organisation has developed from a new, independent charity to Lambeth's leading pan-impairment Disabled People's Organisation.

We are now recruiting a new Director to take us forward into the next phase of our development which will be shaped by our Strategic Plan 2018 - 2021.

Disability Advice Service Lambeth is a well respected local charity, valued both for delivering our core services to a high standard and for developing innovative projects to improve support and opportunities for Disabled people. We are known for our positive and creative approach to building and working in partnerships and for our contribution to strengthening the voluntary and community sector in the borough.

We are looking for an individual who shares our vision of an inclusive society where Disabled people enjoy equal rights and opportunities, and where diversity is valued.

As our Director you will lead a team of dedicated and capable staff in delivering and developing high quality and effective services and in supporting and representing the voice of Disabled people. You will have the support and guidance of our experienced Management Committee.

The post offers an exciting prospect for a person with the skills and confidence to guide our organisation through the current challenges and further develop our services and influence for the benefit of Disabled people in Lambeth.

We look forward to receiving your application.

Ebenezer Akinsanmi

Chair, Management Committee



Our Organisation

dasl is an independent charity working with, and on behalf of, Disabled people and also with older people and carers. We were set up in 2001, having previously operated since 1984 as a project of a larger charity, Lambeth Accord. We are Lambeth's leading pan-impairment Disabled People's Organisation (DPO) and our users include people with physical and sensory impairments, learning disabilities, mental health problems and long-term health conditions.

We are controlled by Disabled people through our Management Committee, which has a majority of Disabled trustees, and our growing membership. Our vision is of an inclusive society where Disabled people enjoy equal rights and opportunities, and where diversity is valued.

Our job is to provide a range of high quality information, advice and advocacy, direct payments support, user involvement and peer support services, as well as social and sports activities, to Disabled people in Lambeth. Through our involvement in local consortia since 2009 we have also developed substantial experience of work with older people and carers. Since April 2015 a wide range of services for Disabled and older people and carers have been brought together under the umbrella of the Independent Living and Carers' Partnership (ILCP), in which dasl is a leading partner.

We operate from fully accessible office premises at 'We are 336', Lambeth's voluntary sector Disability Hub, in Brixton, in the centre of this multicultural south London borough.

As well as delivering our main client services (see below) dasl contributes extensively to local strategic and policy work on disability, advice, advocacy and wider health and social care issues, working both with Lambeth Council and NHS Lambeth and with the Lambeth voluntary and community sector.

We have a staff of 14 supported by a growing team of volunteers and peer mentors. Our income in 2018/2019 is in the order of £430,000.

Our priorities for the next three years are set out in our new Strategic Plan 2018 – 2021 which you can find on our website at:

<http://www.disabilitylambeth.org.uk/dasl/about/i-our-strategic-plan>

Visit our website at www.disabilitylambeth.org.uk for more information about us.

Our Services

Advice

We hold the Advice Quality Standard at the General Help with Casework level in the Disability client category and the Welfare Benefits subject category. This has been re-awarded for two years in February 2019.

Our Advice Service provides information, general advice and advice casework up to tribunal level mainly to Disabled adults of working age, with a particular focus on those whose primary needs are mental health-related. Help is provided mainly on welfare benefits but also on debt, housing, community care, accessible transport services (such as Freedom Passes, Blue Badges and Taxicards) and obtaining help from the Emergency Support Scheme and charitable grants. We also support the weekly advice and support surgery for Deaf and hearing impaired people provided at our offices by the Royal Association for Deaf People as part of the ILCP.

Professional Advocacy

We hold the Advocacy Quality Performance Mark which was re-awarded for three years in December 2018 by the National Development Team for Inclusion (NDTi). The AQPM is the nationally recognised standard for independent advocacy services against which we deliver our services.

The service is provided to Disabled and older adults and carers, with and without capacity to provide instruction (ie non-instructed advocacy). It is part of the ILCP and supports people with:

- Community care issues - issues with Social Services (adult and children's social care) including situations in which there is a statutory right to advocacy under the Care Act 2014
- Health - issues with NHS primary and secondary care including accessing services; quality of care; continuing care funding and provision of integrated services with social care.
- Housing - wanting to move and looking at options; quality of service in residential/supported accommodation settings; accessing housing-related support; challenging decisions.
- Safeguarding issues - ensuring people are supported through the process; safeguarding processes are followed and any form of abuse is reported
- Discrimination issues

- Disabled parents - going through Child Protection processes, accessing and understanding legal representation
- Making complaints and accessing legal representation

dasl does not provide the Independent Mental Capacity Advocate (IMCA), the Independent Mental Health Advocate (IMHA) or the NHS Complaints advocacy services for Lambeth.

Direct Payments Support

We have provided the independent Direct Payments Support Service on behalf of Lambeth Council since 1999. The service, now part of the ILCP, offers information, advice and training on Personal Budgets and Personal Health Budgets, mainly in the form of Direct Payments, and is available for all client groups eligible to use this funding to arrange their own care and support or that of the person they care for. We also offer advice to self-funders.

Community Development for Disabled People

Our Community Development Service, created in 2015 as part of the ILCP, leads on development of our community links and our work with smaller and user-led local disability groups. It supports the voice of dasl members and other local Disabled people on key agendas, in particular Lambeth Council's services and is developing our offer for young Disabled people. The service also works with other groups to offer regular social and leisure opportunities to Disabled people and supports our successful London Stroke Choir for stroke survivors.

Into Sport

Our innovative 'Into Sport' project, set up in 2014, develops new ways of engaging more Disabled people in sport and physical activity. We work closely with the Council, GLL Better, London Sport and a wide range of local sport and activity providers to arrange a programme of regular sessions for Disabled people and to increase their access to mainstream leisure facilities.

Hate Crime

Our Disability Hate Crime Advocacy and Outreach Service supports Disabled people who have experienced hate crime. Now in its fourth year, having been funded by Trust for London between 2016 -2018 and now by the Mayor's Office for Policing and Crime, it is part of the wider multi-agency Lambeth Disability Hate Crime Partnership which is chaired and coordinated by dasl. The Partnership has arranged successful events to mark National Hate Crime

Awareness Week each October since 2014, and organised an important Lambeth Disability Hate Crime Policy Forum in June 2018.

Independent Living and Carers' Partnership



The Independent Living and Carers' Partnership (ILCP) was established in April 2015 and commissioned by Lambeth Council for the benefit of:

- Disabled people including adults with learning disabilities and people with physical and/or sensory impairments
- older people
- adults with long term health conditions
- adult carers
- young carers

The Partnership is based at 'We are 336', 336 Brixton Road, London SW9 7AA, with outreach services and activities in other community venues across Lambeth. 'We are 336' is an established hub for voluntary sector services for Disabled people which is owned and managed by the charity Lambeth Accord.

The ILCP includes three local organisations, with a track record of working together to deliver services to these client groups, commissioned by Lambeth Council:

- Age UK Lambeth, the borough's leading voluntary organisation working with older people, leads the partnership.
- Disability Advice Service Lambeth (dasl), an independent Disabled People's Organisation working with Disabled people across all impairment groups, and with older people and carers in Lambeth.
- Carers' Hub Lambeth, formerly a project of Help for Carers but, since July 2018, an independent charity which supports carers of children and adults who have care needs as a result of impairment, illness or age, through the provision of community based support.

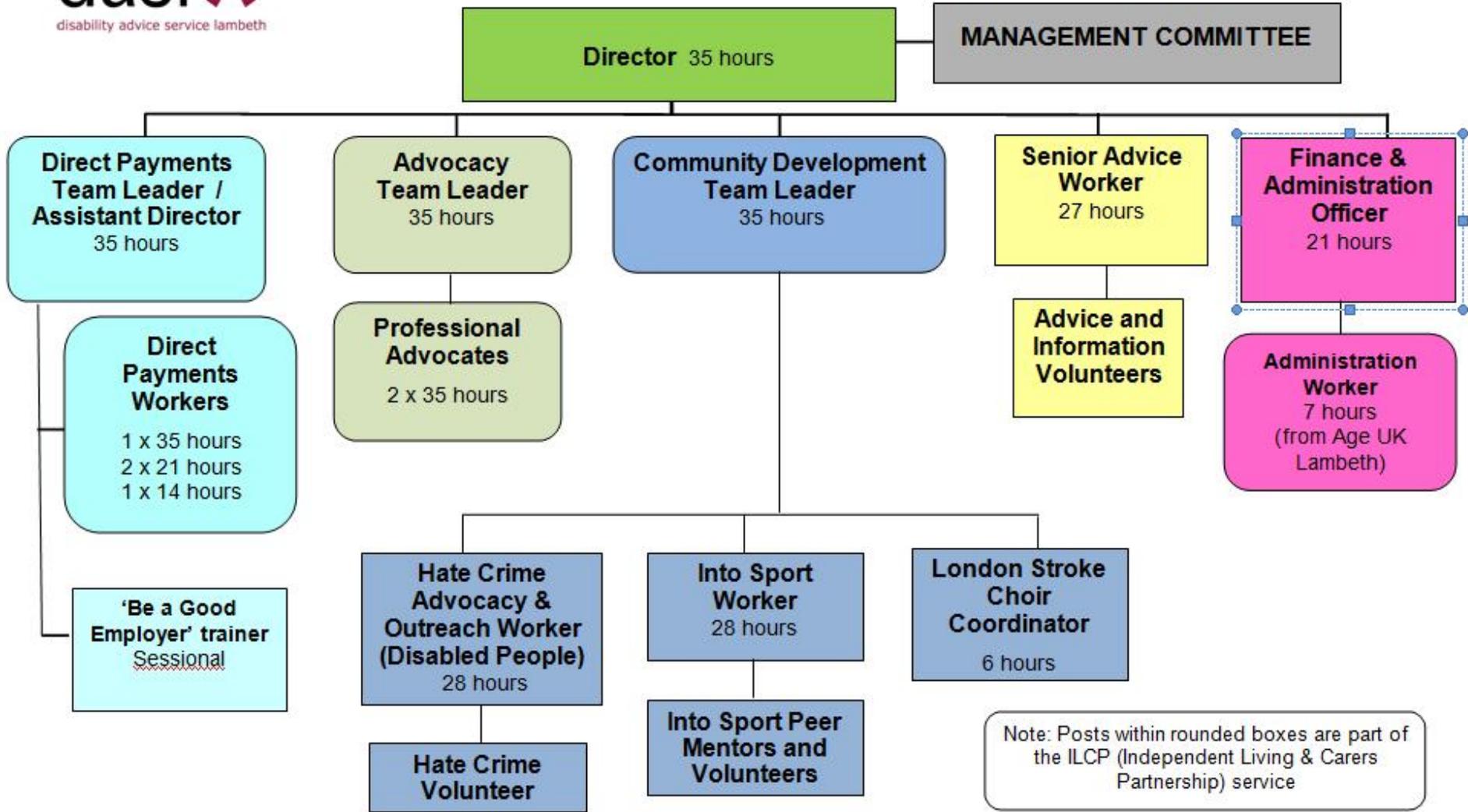
The Partnership also includes the Royal Association for Deaf People (RAD) which promotes the welfare and interests of Deaf people and believes they should receive the same access and opportunities as hearing people.

The ILCP provides a range of services including:

- A comprehensive information and advice service on a wide range of subjects including benefits, pensions, health and social care, housing, transport and mobility.
- Issue-based Professional Advocacy to support people in accessing community care, health and housing services, dealing with financial and family matters and being safe from abuse. The service includes provision of independent Advocacy under the Care Act 2014.
- The Direct Payments Support Service delivering advice, support and training for people who wish to use Personal Budgets to arrange their own care and support.
- Community development work delivered by the lead partner organisation with expertise in working with each of the main client groups. This includes specialist services for adult and young carers delivered through the Carers' Hub Lambeth.
- Befriending services especially for older people.



DASL ORGANISATIONAL CHART



Information on the Application and Selection Process



Applications

Please submit your application by email, setting out on the job application form how you meet the criteria in the Person Specification. Please also complete and submit the Equal Opportunities Form. Both forms, together with further guidance on making your application, can be downloaded from the jobs page of our website:

<http://www.disabilitylambeth.org.uk/dasl/about/e-working/>

Please submit your completed forms by email to David Strong, the Director:
david.strong@disabilitylambeth.org.uk

The deadline for the receipt of completed applications is:
5.00pm on Friday 12th April 2019

Selection Process

Shortlisted candidates will be invited for assessment and interview at dasl's offices at:

We are 336
336 Brixton Road
London SW9 7AA

Interviews will take place on:
Tuesday 30th April 2019

If you are shortlisted we will contact you with details of the selection process. If you have not heard from us by 24th April please assume that you have been unsuccessful with your application.

If you would like to find out more about dasl and the post of Director before making your application you can contact David Strong:

Email: david.strong@disabilitylambeth.org.uk

Telephone: 020 7642 0040

Disability Advice Service Lambeth is committed to actively opposing all forms of unlawful and unfair discrimination and will provide reasonable adjustments to all stages of our recruitment and selection procedures in accordance with the Equality Act 2010. As a Disabled People's Organisation, we welcome applications from all sections of the community and particularly from Disabled people. Our premises at We are 336, 336 Brixton Road, London SW9 7AA are fully accessible.

DIRECTOR JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DESCRIPTION

Job Title	DIRECTOR
Hours	<p>35 hours per week</p> <p>The post holder will be required to have a flexible approach to working hours which will include evening meetings and occasional weekend work.</p>
Responsible to	Management Committee
Line management responsibility for	<p>Direct Payments Team Leader / Assistant Director</p> <p>Advocacy Team Leader</p> <p>Community Development Team Leader</p> <p>Senior Advice Worker</p> <p>Finance and Administration Officer</p>
Location	We are 336, 336 Brixton Road, London SW9 7AA
Salary	£45,000 per annum
Main purpose of job	<p>The postholder is the senior officer delivering the organisation's strategic vision and direction. The core function of the role will be to define, promote, develop and ensure the quality of the services provided by the organisation.</p>

	<p>The postholder will:</p> <ul style="list-style-type: none"> • work closely with the Management Committee to ensure that dasl strengthens its identity, profile and role as a Disabled People’s Organisation, and be responsible to the trustees for sound governance practice, financial and resource management; • deliver the key objectives and priorities of the charity’s Strategic Plan 2018-2021 and work with the Management Committee to monitor, review and update it, ensuring that it meets its key objective of securing the rights and equality of Disabled people; • develop and implement the fundraising strategy, seeking to achieve a diverse and sustainable funding base which will enable the charity to maintain its current services and realise the potential to develop new ones; • support senior managers and project workers to deliver high quality services and work collaboratively across the organisation; • act as a focus for the organisation’s engagement with the local and wider strategic agenda as it impacts on Disabled people and other client groups (those with long-term health conditions, older people, carers) to which dasl provides its key services; • maintain and develop effective relationships with delivery and strategic partner organisations.
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SPECIFIC DUTIES AND RESPONSIBILITIES

- 1 Governance: working with the Management Committee
 - 1.1 To support the members of the Management Committee in carrying out their roles and responsibilities, ensuring that they operate in accordance with the Articles of Association and comply with the legal obligations and duties of a charity and company limited by guarantee.
 - 1.2 To implement the decisions of the Management Committee and work towards the achievement of agreed strategic and operational goals.

- 1.3 To ensure that the Management Committee receives relevant and timely advice, information and recommendations on strategy, policies and procedures, service activity and development, financial management and human resources issues.
- 1.4 To maintain a robust Risk Register and report to trustees on specific areas of risk and recommend and implement ameliorative actions as appropriate.
- 1.5 To act as the Company Secretary of Disability Advice Service Lambeth.
- 1.6 To service the Management Committee and its sub-committee/s.
- 1.7 To assist the Chair to develop and strengthen the Management Committee.
2. Service Development and Planning and Service Quality
 - 2.1 To ensure that dasl's services are planned and developed in line with its current Strategic Plan and respond to local need, that they are resourced appropriately, encourage user involvement, have clear outcomes and are reviewed / monitored on a regular basis.
 - 2.2 To develop and maintain close working relationships with delivery partners, ensuring that dasl contributes fully to the delivery of the services for which it is responsible and supports partners to achieve high quality provision.
 - 2.3 To act as the Quality Representative for dasl's Advice Quality Standard, ensuring that all policies, procedures, systems and practice needed to ensure ongoing compliance with the requirements of the AQS are maintained and updated as necessary and that staff delivering services are fully trained and supported to enable them to work to the Standard.
 - 2.4 To support the Advocacy Team Leader to ensure that dasl maintains the standard of services required to comply with the requirements of the Advocacy Quality Performance Mark.
 - 2.5 To ensure that systems are in place to monitor and evaluate the work of the organisation against agreed aims and the expectations of consortia partners and funders.
 - 2.6 To monitor and respond to strategic and policy developments at local, regional and national levels which impact on the delivery of dasl's services and on its users and members, particularly in the fields of health and social care, disability, legal advice and the third sector.

3 Financial and Resource Management

- 3.1 To ensure the sustainability of existing services and identify opportunities for the development of new ones consistent with the charity's purpose and priorities, producing robust business cases as required.
- 3.2 To be responsible for the overall financial health of the organisation, ensuring that it has the resources (human, financial and material) to operate as effectively as possible.
- 3.3 To draw up the annual budget proposals in liaison with the Treasurer, and update the business plan, and to submit these annually to the Management Committee for approval.
- 3.4 To work with the Management Committee and the senior management team to generate income through fundraising and grant/tender applications and strategic partnership agreements.
- 3.5 To ensure that financial management across the organisation is in line with the organisation's financial policies and procedures, legal requirements and general good practice.
- 3.6 To oversee the provision, management and monitoring of premises, ICT systems, equipment and other assets.

4. Human resources

- 4.1 To ensure that dasl has an organisational structure that fits its aims and objectives; that promotes co-operation, a supportive environment, and opportunities for development; and secures commitment across the organisation.
- 4.2 To provide leadership to the senior management team and formal supervision and appraisal to line-managed staff.
- 4.3 To work with managers to maintain and develop effective human resource systems for the recruitment, management, support, training, appraisal and development of staff and volunteers so that all are equipped to provide services in line with dasl's objectives and its policies and procedures.
- 4.4 To ensure that personnel policies and practices are in accord with current legislation and good practice and are effective in attracting and retaining high quality staff.

5. Communication and external relationships

- 5.1 To foster good communication throughout the organisation, with partners and with relevant external agencies and funders.
- 5.2 To be responsible for the organisation's communications strategy including contact with the media.
- 5.3 To ensure that dasl is suitably represented at forums, meetings, events, conferences, etc particularly in the areas of disability, health and social care and advice services, and that the issues that impact upon Disabled people and dasl's other target groups are raised appropriately.
- 5.4 To contribute fully to partnership work to improve the resilience and effectiveness of the Lambeth voluntary and community sector, taking on leadership and representative roles as appropriate and agreed with the Management Committee.

6. Other tasks

The postholder will be required to:

- 6.1 Act as dasl's organisational lead for safeguarding children and adults.
- 6.2 Undertake any other duties consistent with the responsibilities of the post as may reasonably be requested by the Management Committee.
- 6.2 Attend personal supervision meetings and appraisals.
- 6.3 Undertake training and continuing professional development, as agreed with the Chair or other agreed representative of the Management Committee.
- 6.4 Achieve agreed targets.
- 6.5 Work within dasl's Equal Opportunities, Health & Safety, Information Governance, Safeguarding and other key policies and comply with all relevant legislation.

The post holder will be required to apply for a Disclosure and Barring Service check at the Enhanced Level.

PERSON SPECIFICATION

1.0	SKILLS, EXPERIENCE AND KNOWLEDGE REQUIREMENTS	ESSENTIAL	DESIRABLE	ASSESSED BY
1.1	Relevant professional qualification		ü	Application
1.2	Substantial experience at senior management level of strategic development, service delivery, financial and people management	ü		Application Interview
1.3	Experience of successfully leading organisational change and development	ü		Application Interview
1.4	Experience of working at Board / Management Committee level and supporting trustees	ü		Application Interview
1.5	Knowledge of the legal and regulatory framework within which charities operate and an understanding of good governance	ü		Application Interview
1.6	Experience of building strong external networks and local contacts	ü		Application Interview
1.7	Able to develop, and to work collaboratively in, partnerships for the joint delivery of services	ü		Application Interview
1.8	Experience of tendering for commissioned services and of making successful funding bids and grant applications	ü		Application Interview
1.9	Excellent written, verbal, interpersonal and presentational skills to a diverse	ü		Application Interview

	range of audiences.			Test
1.10	Analytical skills to interpret financial and performance data	ü		Application Interview Test
1.11	Good IT skills, proficient in using MS Office applications, databases, internet and email	ü		Application
1.12	Understanding of the diverse health, social care and support needs of Disabled people	ü		Interview Test
1.13	Knowledge of health, social care and equalities legislation affecting Disabled people's rights	ü		Application Interview
1.14	Awareness of advice services and key advice issues for Disabled people including knowledge of the Advice Quality Standard		ü	Application Interview
1.15	A creative approach to engaging and involving Disabled people in actively shaping services and programmes		ü	Application Interview
1.16	Lived experience of disability / impairment		ü	Application

2.0 VALUES

2.1	Commitment to the Social Model of Disability and to furthering the rights of Disabled people
2.2	Relates positively to people of different cultures, backgrounds and experiences and believe in the equal value of people, regardless of race, religion, culture, gender, age, impairment or sexuality
2.3	Demonstrates integrity, empathy and respect, responsibility, imagination and adaptability

3.0 APPROACH AND ATTITUDE TO WORK ASSESSED AT INTERVIEW AND TEST

	Competency	Description	Example of behaviour
3.1	Organisational leadership	Provides leadership ensuring a strong sense of shared values and mission across the organisation	Acts as an example to colleagues, behaving in a manner which reflects the organisation's values and priorities
3.2	Managing people and human resources	Motivates others, creates a culture of mutual respect and champions diversity	Involves colleagues, delegates effectively, takes responsibility for difficult decisions
3.3	Performance management	Creates a positive and collaborative working environment in which people take responsibility for improvement	Encourages feedback, reflection and constructive criticism and provides support to colleagues to address issues arising
3.4	Quality	Develops effective systems to evaluate and monitor the organisation's services and to set targets and outcomes for service improvement, including those required to maintain compliance with specific quality assurance standards	Ensures staff recognise the value of working consistently to agreed targets and standards and the importance of understanding the service user's experience
3.5	Organisational development and strategic planning	A strategic thinker who sees the wider picture. Works across dasl to encourage innovation and creative thinking at all levels but is able to balance the organisation's core purpose with new service developments	Demonstrates awareness and understanding of the external environment and is proactive in exploring new ideas and opportunities. Is able to explain and win support for current priorities
3.6	Leading change	Able to provide leadership in a time of change and engage people within the organisation with new ideas	Recognises the insight and support that people need to engage with change and play their part effectively

3.7	Representation	Confidence to raise awareness of issues affecting Disabled people	Is responsive to the issues raised by service users and members, assertive and constructive in influencing external agencies to address these
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