



## Recruitment Pack

# Director

June 2021

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 moving onto a new role and we are looking for a new Director, who will lead our organisation as we emerge from the pandemic, reflect on what we have learnt and develop a new strategy so that we can further develop our services and influence for the benefit of Disabled people in Lambeth.

Disability Advice Service Lambeth is a Disabled People's Organisation and 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 have an important local policy voice on issues affecting Disabled people.

As our Director, you will be a Disabled person or have a strong understanding of the lived experience of Disabled people, have substantial senior management experience in strategic development, service delivery and financial and people management and have excellent communication skills.

You will lead a team of dedicated and capable staff in delivering and developing high quality and effective services with the support and guidance of our experienced Management Committee.

We look forward to receiving your application.

Ebenezer Akinsanmi  
Chair, Management Committee



## **Introducing Disability Advice Service Lambeth**

Disability Advice Service Lambeth (dasl) is an independent charity working with, and on behalf of, Disabled people. 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 work involves provide a range of high quality information, advice and advocacy, direct payments support, employment support and peer support services, as well as social and sports activities, to Disabled people in Lambeth and neighbouring boroughs.

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 Connect Lambeth 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 services, 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 South East London Clinical Commissioning Group (CCG), as well as with the Lambeth voluntary and community sector.

We have a staff of 15 supported by a growing team of volunteers and peer mentors. Visit our website at [www.disabilitylambeth.org.uk](http://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 was re-awarded for two years in February 2021.

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 Connect Lambeth.

### 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 (i.e. non-instructed advocacy). It is part of Connect Lambeth and supports people with a range of issues, including community care, health, housing, safeguarding, discrimination, child protection, making complaints and accessing legal representation.

dasl is a founding partner of the Lambeth Advocacy Hub, a consolidated advocacy service in the borough, which brings together partners to provide all statutory advocacy services, including 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 Connect Lambeth, 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 Connect Lambeth, 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. We facilitate the Lambeth Disability Hate Crime partnership.

## **Co-production**

We believe that Disabled people are best placed to make decisions about their lives, including about their care, work and education. We are working with South East London Clinical Commissioning Group (CCG) to use co-production to shape the decisions on personalised care services in Lambeth and South East London.

## **Into Sport and Social**

Since 2014, we have been encouraging Disabled people to take part in sport and social activities alongside non-disabled people. In response to the recent pandemic, we have been able to expand this work to provide a greater range of social activities. We support Disabled people to think about the activity that they would like to take and to turn this into a reality. As well as supporting Disabled people to find out about and use leisure centres, community sports facilities and clubs, we also organise a range of opportunities for Disabled people ourselves.

## **Employment Support**

Our employment support project is delivered in partnership with Inclusion London and Action on Disability to support young Disabled to find work and get the support they need while they are in work. We provide employability skills training and can provide job coaches, mentors and support coaches once Disabled people have found work, by utilising Access to Work funding. The project also involves working closely with our partners to support cultural change amongst employers.

## **Smashing Records**

We host a weekly radio show on Resonance FM. The show is hosted and supported by Disabled people and provides dedicated airtime for Disabled people to share their stories, give their opinions and showcase their talents.

## Connect Lambeth

Connect Lambeth was originally established as the Independent Living and Carers' Partnership (ILCP) in April 2015 and is commissioned and funded 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
- carers, including young carers

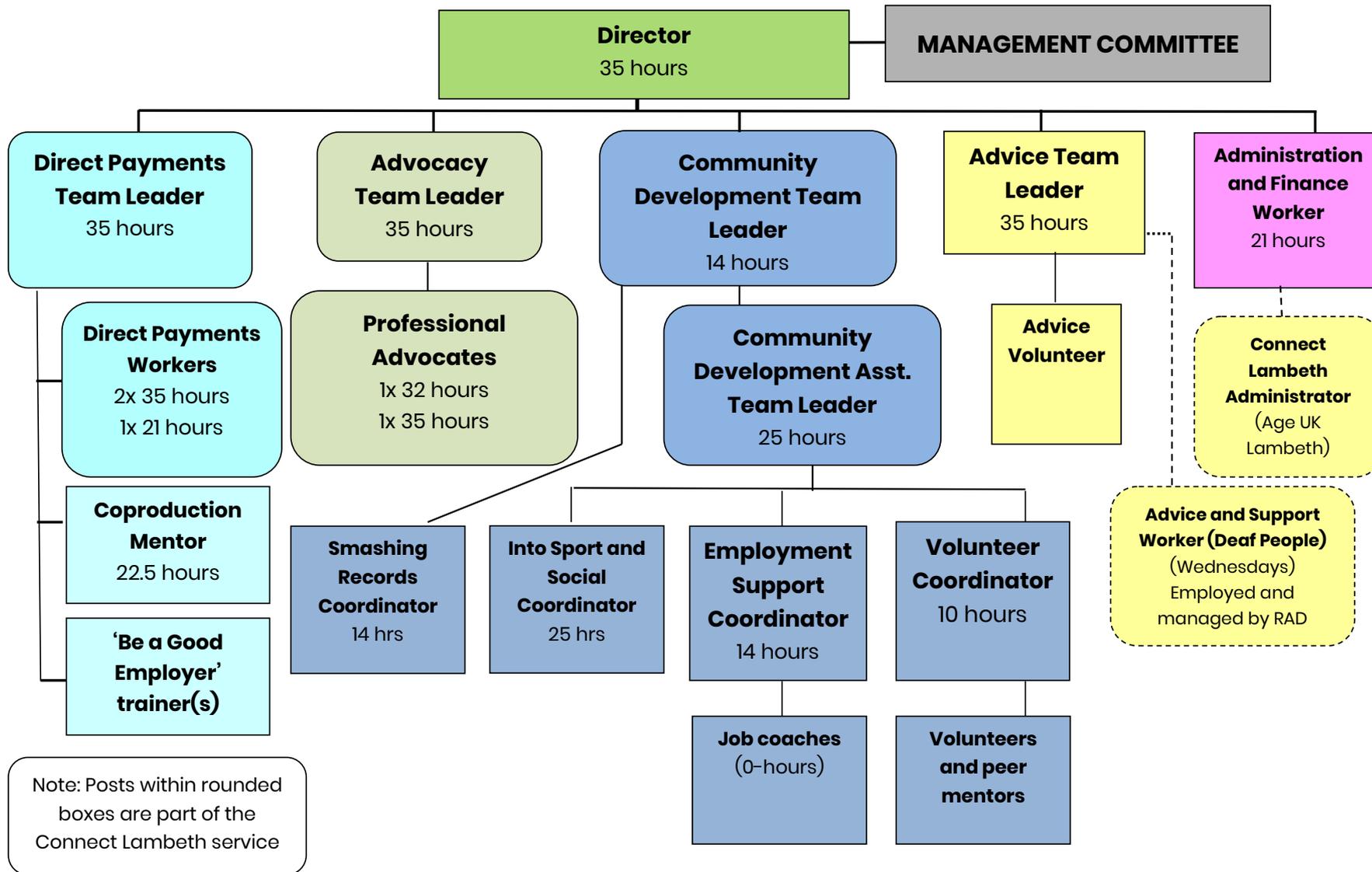
The partnership is based at 'We are 336', 336 Brixton Road, London SW9 7AA, with outreach services and activities in other community venues across Lambeth. 'We are 336' is an established hub for voluntary sector services for Disabled people, which is owned and managed by the charity Lambeth Accord.

Connect Lambeth includes six member organisations, with a record of accomplishment of working together to deliver services to these client groups:

- 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, a charity formed in 2019 following the closure of Help for Carers to support unpaid carers, including young carers aged 5-21.
- Community Support Network (CSN), a user-led organisation providing advocacy services to people with mental health problems.
- POhWER, an organisation providing information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.
- Royal Association for Deaf People (RAD), who provide advice services for Deaf People in their first language, usually British Sign Language (BSL).

You can find out more about Connect Lambeth, its member organisations and the services we provide by visiting the website: [www.connectlambeth.org](http://www.connectlambeth.org)

# dasl Organisational Chart June 2021



## 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: <https://disabilitylambeth.org.uk/get-involved/volunteer-or-work-us/jobs/director>

Please submit your completed forms by email to Lauren Johnson, Director: [lauren.johnson@disabilitylambeth.org.uk](mailto:lauren.johnson@disabilitylambeth.org.uk)

The deadline for the receipt of completed applications is: **9am on Monday 28<sup>th</sup> June 2021**

### Selection Process

Shortlisted candidates will be invited for assessment and interview to be held over Zoom.

Interviews will take place on: **Friday 9<sup>th</sup> July 2021**

If you are shortlisted, we will contact you with details of the selection process. If you have not heard from us by 6<sup>th</sup> June, 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 Lauren Johnson King:

Email: [lauren.johnson@disabilitylambeth.org.uk](mailto:lauren.johnson@disabilitylambeth.org.uk)

Telephone: 07572258429

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

<b>Job Title</b>	<b>Director</b>
<b>Hours</b>	35 hours per week (job share applications will be considered)  The post holder will be required to have a flexible approach to working hours, which will include evening meetings, and occasional weekend work.
<b>Responsible to</b>	Management Committee
<b>Line management responsibility for</b>	Direct Payments Team Leader Advocacy Team Leader Community Development Team Leader Advice Team Leader Finance and Administration Officer
<b>Location</b>	we are 336, 336 Brixton Road, London SW9 7AA  Currently all dasl staff are working remotely. dasl supports flexible working and we are currently reviewing our office working arrangements post-Covid.
<b>Salary</b>	£45,900 per annum
<b>Main purpose of job</b>	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.  The postholder will: <ul style="list-style-type: none"> <li>work closely with the Management Committee to ensure that dasl strengthens its identity, profile and role as a Disabled People's Organisation, and meets its key objective of securing the rights and equality of Disabled people, involving users and members fully in its work;</li> </ul>

	<ul style="list-style-type: none"> <li>• support the trustees in ensuring sound governance practice, financial and resource management;</li> <li>• work with the Senior Management team to ensure the delivery of the key objectives and priorities of the charity's strategic plan and work with the Management Committee to monitor, review and update it;</li> <li>• 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;</li> <li>• support and develop the Senior Management Team to deliver high quality services and work collaboratively across the organisation;</li> <li>• 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; and</li> <li>• maintain and develop effective relationships with delivery and strategic partner organisations.</li> </ul>
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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 work with the Senior Management Team to ensure that dasl's services are planned and developed in line with its strategic plan and respond to local need, that they are resourced appropriately, have clear outcomes and are reviewed/monitored on a regular basis.
- 2.2 To ensure service user and member involvement in the formulation, implementation and review of operational and strategic plans.
- 2.3 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.
- 2.4 To support the Advice and Advocacy Team Leaders to ensure that all policies, procedures, systems and practice are updated and comply with the standards required of the Advice Quality Standard and Advocacy Quality Performance Mark respectively and that staff are fully trained and supported to work to the standards.
- 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 and update the business plan and to submit these annually to the Management Committee for approval.
- 3.4 To work with the Administration and Finance Worker to produce quarterly finance reports for the Management Committee, maintain financial recording systems and to work with the Management Committee and Independent Financial Examiner to produce the annual accounts.
- 3.5 To work with the Management Committee and the Senior Management Team to generate income through fundraising and grant/tender applications and strategic partnership agreements.
- 3.6 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.
- 3.7 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 the Senior Management Team 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 there is management oversight of dasl's communications and that communication activity is carried out in line with dasl's policies and processes.
- 5.4 To ensure that Disabled people are suitably represented at forums, meetings, events and conferences, particularly in the areas of disability, health and social care and advice services, and that the issues that affect Disabled people and dasl's other target groups are raised appropriately.
- 5.5 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.

## **Other Tasks:**

The postholder will be required to:

- 6.1 Act as dasl's organisational lead for safeguarding children and adults to ensure the organisation meets all its duties in this area and to promote the principles of Making Safeguarding Personal within dasl' policies, procedures and practices.
- 6.2 Act as dasl's Health and Safety Officer.

- 6.3 Act as dasl's Data Protection Officer.
- 6.4 Undertake any other duties consistent with the responsibilities of the post as may reasonably be requested by the Management Committee.
- 6.5 Attend personal supervision meetings and appraisals.
- 6.6 Undertake training and continuing professional development, as agreed with the Chair or other agreed representative of the Management Committee.
- 6.7 Achieve agreed targets.
- 6.8 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 with a barred list check.

## Person Specification

1	Skills, Experience and Knowledge Requirements	Essential	Desirable	Assessed by
1.1	Relevant professional qualification		✓	Application
1.2	Substantial experience at senior management level of strategic development, service delivery, financial and people management	✓		Application Interview
1.3	Experience of successfully leading organisational change and development	✓		Application Interview
1.4	Experience of, or ability to, work at Board / Management Committee level and supporting trustees	✓		Application Interview
1.5	Knowledge of the legal and regulatory framework within which charities operate and an understanding of good governance	✓		Application Interview
1.6	Experience of building strong external networks and local contacts	✓		Application Interview
1.7	Able to develop, and to work collaboratively in, partnerships for the joint delivery of services	✓		Application Interview
1.8	Experience of tendering for commissioned services and/or of making successful funding bids and/or grant applications	✓		Application Interview
1.9	Excellent written, verbal, interpersonal and presentational skills to a diverse range of audiences.	✓		Application Interview

1.10	Analytical skills to interpret financial and performance data	✓		Application Interview
1.11	Good IT skills, proficient in using MS Office applications, databases, internet and email	✓		Application
1.12	Understanding of the diverse health, social care and support needs of Disabled people, in particular advice and advocacy	✓		Application Interview
1.13	Knowledge of health, social care and equalities legislation affecting Disabled people's rights	✓		Application Interview
1.14	A creative approach to engaging and involving Disabled people in actively shaping services and programmes		✓	Application Interview
1.15	Lived experience of disability / impairment		✓	Application

## 2. 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 age, impairment, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
2.3	Enjoys and is stimulated by working in a diverse, multiracial inner-city environment
2.4	Demonstrates integrity, empathy and respect, responsibility, imagination and adaptability

### 3. APPROACH AND ATTITUDE TO WORK ASSESSED AT INTERVIEW

	<b>Competency</b>	<b>Description</b>	<b>Example of behaviour</b>
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	Recognises the insight and support that people need to engage with change

		organisation with new ideas	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