



# Disability Action in Islington

## Job Description: Service Manager

Disability Action in Islington (DAII) is a Deaf and Disabled person-led organisation. Our vision and purpose is to enable local Disabled people to access services and entitlements, and challenge exclusion and discrimination.

We welcome applications from people of all backgrounds; as a DDPO and Disability Confident employer we particularly welcome applications from Disabled people and people with long-term health conditions.

Please apply to [recruitment@daii.org](mailto:recruitment@daii.org) with your CV and a completed application form (available from [our website](#), or please email us to request a copy).

**Job title:** Service Manager

**Location:** Disability Action in Islington, Unit 3 Marquess Estate, St Pauls Road, N1 2SY

**Hours:** 9-5 Monday to Friday

**Contract:** this is a fixed-term contract to March 31st 2025, with a view to extending if funding is available

**Salary:** £35000 - £37000 per year depending on experience

This role would suit an established manager or someone with operations, supervisor or coordinator experience looking to take the next step in their career.

### Key Tasks:

- Support an effective Information and Advice Service comprising of in-person and remote support for Disabled people.
- Oversee a team of staff and volunteers offering person-centred support across issues relating to housing, welfare, benefits, debt, personal budgets, grant applications, social care and health, safeguarding, employment, advocacy, access to statutory services, energy efficiency, hate crime, discrimination and social exclusion.
- Oversee DAII's case management process, maintaining accurate and up to date client records through DAII system including details of interactions and casework and monitoring of progress and outcomes against client action plan and targets.

Unit 3 Marquess Estate, Saint Paul's Road, Islington, N1 2SY

[www.daii.org](http://www.daii.org)

Tel: 020 7354 8925 [info@daii.org](mailto:info@daii.org)

Registered Charity Number 1055692

Company Limited by Guarantee 3201755

- Develop and maintain relationships with external organisations and bodies and establish referral pathways and build DAIL's membership base.
- Evaluate and report on DAIL's service performance relating to planned outcomes and indicators.
- Undertake operational, administration and basic IT support duties in relation to the organisation and the office.
- Develop and manage DAIL's communication and publicity strategy, ensuring DAIL's website and social media are kept up to date and continue to meet the needs of project beneficiaries.
- Ensure own continuing professional development by attending relevant meetings, conferences and seminars, undergoing training and any other appropriate means.

The post holder will come into contact with vulnerable adults and will therefore be subject to a disclosure check at an enhanced level prior to confirmation of employment.

This is a description of the job as it is at present. It does not form part of the contract of employment. Job descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

### **Person specification**

#### **Essential:**

1. A minimum of 12 months' experience in a management, operations or supervisor role working in an advice/support/legal or similar setting with Disabled people or other socially excluded groups
2. Experience developing, maintaining and supporting others to maintain operational processes
3. A clear understanding of the issues affecting Disabled people and/or their families and carers and the support available
4. Strong written and verbal communication skills
5. Excellent IT skills and the confidence to use, and support others in using, Microsoft and case management software
6. A good understanding of safeguarding procedures for vulnerable adults
7. The ability to take initiative and multitask effectively, with strong attention to detail

#### **Desirable:**

8. Proven track record of working with Disabled people
9. Proven track record of advocating on behalf of excluded groups, supporting them to achieve positive outcomes in relation to housing, welfare, debt, personal budgets, health, employment, access to statutory services
10. Understanding of the Social Model of Disability
11. An understanding of the purpose of outcomes monitoring and project evaluation, and the ability to report on performance and outcomes
12. Proven track record of working collaboratively with other organisations, networking and building partnerships