



Disability Action in Islington

Service Manager Job Description

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.

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: £27000 - £30000 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.

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

Key Tasks:

- Support an effective Information and Advice Service comprising of in-person and remote support for Disabled people, working to agreed organisational standards and ensuring that all targets and outcomes are met.
- 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.
- Develop and maintain relationships with external organisations and bodies and establish referral pathways and build DAII's membership base.
- Evaluate and report on DAII's service performance relating to planned outcomes and indicators.
- Act as the first port of call for IT support, carrying out basic training and troubleshooting and working with the IT providers on bigger issues.

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

www.daii.org

Tel: 020 7354 8925 info@daii.org

Registered Charity Number 1055692

Company Limited by Guarantee 3201755

- Undertake operational and administration duties in relation to the organisation and the office, responding to changing funder needs and DAI requirements.
- Develop and manage DAI's communication and publicity strategy, ensuring DAI'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:

Strong written and verbal communication skills

Experience of working collaboratively both internally and with other organisations

Excellent ICT skills and the confidence to use, and support others in using, different ICT packages

A minimum of 12 months' experience in a management, operations or supervisor role working in an advice/support/legal setting with disabled people or other socially excluded groups

Experience of working in a multi-faceted role within a small organisation, with excellent time management skills with the ability to work flexibly, prioritise and effectively multi-task to meet deadlines

A clear understanding of the issues affecting disabled people and/or their families and carers and the support available

A good understanding of safeguarding procedures for vulnerable adults

An understanding of the purpose of outcomes monitoring and project evaluation, and the ability to report on performance and outcomes

The ability to take initiative, be self-motivating and motivate others

Desirable:

Proven track record of working with disabled people

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

Understanding of the Social Model of Disability

Proven track record of networking and building partnerships