Job Description & Person Specification: Living Well Advocate

|  |
| --- |
| Swan Advocacy supports and empowers people to have a voice, by ensuring access to quality, independent advocacy. We believe that everyone has the right to be heard & respected, the right to choice in decisions about themselves and the right to be safe. |

|  |  |
| --- | --- |
| |  | | --- | | Living Well Advocates take action to help people say what they want, secure their rights, pursue their interests and obtain the services they need. Advocates work in partnership with people and take their side, promoting social inclusion, equality and social justice.  Living Well Advocates work directly with clients both in institutional settings and the community.  They have supervisory responsibility for volunteers.  They contribute to the project’s targets and deliver on contract requirements, including providing the data required for contract and organisational monitoring.  **Advocates are encouraged to undertake the Diploma in Independent Advocacy Qualification (City & Guilds level 3 or 4). Full training and support will be offered.**  The post is subject to 2 references including previous employer, evidence of right to work in the UK and an enhanced DBS check. | |

|  |
| --- |
| Hours of Work:  Part Time 20 hpw. Working pattern agreed with line manager.  Home based with travel across Wiltshire.  Annual Leave: 25days per annum plus Bank Holidays (or pro rata). |

|  |
| --- |
| Reporting to:  Living Well Advocates report to Development Services Manager who reports to the Director of Development. |

|  |
| --- |
| Employees need to be flexible and adaptable to succeed in an organisation that prides itself on the delivery of individual advocacy driven by the needs of the client, whilst also meeting the needs of overarching contract requirements. You may therefore be required to undertake other duties, roles and responsibilities. |
| Responsibilities:   |  | | --- | | * Line management and support of Living Well Volunteer Advocates. * Developing and maintaining strong professional relationships with local GP Care Co-ordinators. * Promoting the service in Wiltshire’s voluntary service’s network. * Engaging potential service users. * Supporting service users to develop Living Well Plans. * Empowering and coaching service users in the use of self-advocacy. * Reviewing Living Well Plans with previous service users. * Providing short-term/ad hoc issue based advocacy as identified in an individual’s Living Well Plan. * Signposting, direct referring and supporting service users to access other support and care services. * Facilitating Self and Peer-Advocacy Workshops. * To work towards achievement of project outcomes and key deliverables. * To identify risks in delivering the service and ensure compliance with risk management procedures. * To understand the relevant legislation and all organisational procedures in relation to safeguarding, including the need for timely and accurate reporting. * To prioritise all work to meet the needs of clients and decision makers. * To understand individual responsibility for organisational and personal health and safety | |

|  |
| --- |
| **Duties:**   * To provide support and supervision to volunteers * To ensure accurate recording and reporting of all team data * To understand and implement organisational policy and procedure * To ensure we act on behalf of the client at all times, following their instruction, taking action as directed by them, representing their wishes or choices. * To promote self advocacy as a strategy to build confidence and independence. * To promote the rights, equality, diversity and needs of all by ensuring they are respected and valued as individuals. * To undertake appropriate training and commit to continuous personal development |

|  |
| --- |
| Skills, Experience or Knowledge required for the role:   * Supporting volunteers * An understanding of delivering contracted services in the third sector * Managing personal and team priorities, work pressures and delivering on agreed deadlines. * Communication suitable for a wide variety of people including both professionals and clients * Understanding of the need for flexibility and change within the work place * A commitment to the belief that everyone has a right to be heard, have choice and control, to be safe from harm and to live the life they choose. |