Job Description & Person Specification: Independent Advocate and Trainee Advocate.

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| 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. |

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| 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.  Advocates work directly with clients both in institutional settings and the community.  Advocates must hold the Diploma in Independent Advocacy Qualification (City & Guilds level 3 or 4). People without this qualification will be appointed as Trainee Advocates and expected to undertake the Diploma (provided by the company training scheme) within 12 months of appointment. Additional specialist units to support delivery in line with the Care Act 2014 may also be required.  The post is subject to 2 references including previous employer, evidence of right to work in the UK and an enhanced DBS check. |

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| Hours of Work:  Full time 37 hpw: predominantly Monday to Friday 9-5.  Part Time: as agreed on appointment.  Part Time workers enjoy a degree of flexibility based on the needs of their clients.  All employees may occasionally work from home as agreed individually with their line managers.  Annual Leave: 25days per annum (pro rate) plus bank holidays |

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| Reporting to:  Advocates and trainee advocates report to Team Leaders within a particular advocacy discipline. Team Leaders report to Area Managers |

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| 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:   * To work as part of a team to provide outcome focused, issue based, person directed independent advocacy, in line with the relevant legislation for the advocacy discipline, regulations, codes of practice and internal policy & procedure. * To effectively manage individual case loads and prioritise work accordingly. * To liaise, communicate and negotiate effectively with a wide range of people * 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 |

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| **Duties:**   * To 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 the rights, equality, diversity and needs of all by ensuring they are respected and valued as individuals. * 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. * Ensure accurate recording and reporting of all data. * A commitment to training and continual personal development. |

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| Skills, experience or knowledge required for the role:   * Working with people who are described as vulnerable, or who have additional support needs. * Communication suitable for a wide variety of people, some of whom may have learning disabilities, physical disabilities, mental health issues or have been assessed as lacking capacity. * Managing work time and work priorities, managing pressure and delivering on deadlines. * Working individually but acknowledging the importance of being part of a team * 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. |