



Registered Charity No: 1125679  
Company Registration No: 6599429

## Job Description:

### Independent Advocate and Trainee Advocate (Statutory)

South West Advocacy Network 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.

#### Role Overview:

Advocates take action to help people express their views, secure their rights, pursue their interests and obtain the services they need. Advocates work in partnership with people and take their side, promoting equality, social inclusion and social justice.

Advocates work directly with clients both in institutional settings and in 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.

#### General Information

The Employee must at all times carry out his/her responsibilities with due regard to SWAN's policies and procedures in particular; Health & Safety, Financial Authorisation, Confidentiality with regard to the Data Protection Act 2018 and all other relevant regulations.

**Equality, diversity and inclusion are core to our values. In the selection of our staff, we are committed to equality with regards to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We welcome applications from disabled people.** The Employee must ensure a positive commitment towards equality by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, suppliers and customers.

The Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the company.



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## **Reporting to:**

**Advocates and trainee advocates report to their Team Manager.**

## **Duties and 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
- 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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## Person Specification: Independent Advocate and Trainee Advocate

### Qualification Needed:

Diploma in Independent Advocacy Qualification (City & Guilds level 3 or 4) or willing to work towards

### Experience and knowledge crucial 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.
- Knowledge of the Acts governing best practice: Care Act, Mental Capacity Act and Mental Health Act

### Desirable experience:

- Experience of supporting people through Best Interest Meetings, Care Act assessments, Safeguarding Enquiries or Mental Health meetings.
- Experience of working in Mental Health Hospitals.
- Experience of working in Social Care Teams.
- Experience of supporting people through the complaints procedure.

### Skills and Attributes Needed

Trainee Advocates and advocates are expected at all times to uphold the organisation's principles and values and to contribute towards building and maintaining a culture of trust and personal responsibility through their behaviours.

The personal attributes needed to succeed in the role and contribute to the organisation's culture are as follows:

#### Communication skills

- Ability to adapt communication style depending on audience

- Able to manage group interaction
- Communicates well on a 1-2-1 basis using different questioning and listening skills
- Seeks and interprets information accurately
- Understands instructions

#### **Decision making**

- Able to make decisions which are consistent
- Able to consider a variety of alternatives before making a decision
- Takes personal responsibility for all decisions
- Supports collaborative decision making

#### **Influencing others and negotiation**

- Able to convey benefits to a course of action
- Makes positive suggestions to encourage commitment from others

#### **Teamwork**

- Inclusive of others by allowing suggestions for the service, sharing information and -solutions
- Encourages team co-operation
- Pro-actively supports others

#### **Personal Responsibility**

- Takes personal responsibility for own performance
- Perseveres to achieve individual and team goals

#### **Client Focus**

- Understands and is sensitive to clients' wants and needs
- Able to act on client needs, issues and complaints
- Uses good judgement when dealing with clients
- Monitors and follows up corrective action
- Works to improve client satisfaction
- Encourages others to improve client satisfaction

#### **Leadership**

- Sets the right example to others
- Demonstrates empathy to others when faced with difficulties or disappointments
- Personal dedication and passion and belief in the organisation

#### **Pro-activity and Planning**

- Ability to plan for self and others
- Able to communicate vision, strategies and plans

### **Integrity**

- Understands, demonstrates and promotes the values of the organisation
- Supports the aims of the organisation
- Delivers what they promise
- Manages others with integrity and respect
- Treats all others with the same respect
- Works ethically and honestly
- Strives for and meets high standards

### **Positive Attitude**

- Enthusiastic and cares about the organisation and its aims
- Takes pride in their role and aims for success
- Actively models positive organisational behaviour
- Creates an environment where positive attitudes can thrive
- Works to overcome obstacles