

ONSIDE is a charity established in 1993, stemming from a belief that everyone has the right to be a valued human being and to be treated in a just and fair manner.

ONSIDE currently work across Worcestershire & Herefordshire, providing a wide range of support services to ensure fairness and equality for all members of our community who may be vulnerable, disadvantaged or discriminated against. ONSIDE services are designed to ensure that everyone has a voice and a say in decisions affecting their lives and that they have access to the services and support they need to enable them to live the best life possible. We focus on making sure people are seen and treated as individuals and their needs and wishes are fully respected.

ONSIDE's team of paid staff and volunteers provide:

- Statutory and community advocacy and Appropriate Adults services
- Wellbeing Services that address social isolation and practical issues that impact adversely on mental health and wellbeing (Social Prescribing, Lifestyle Advice and Wellbeing Coaches)
- Dementia services with a particular focus on peer support and Young Onset Dementia
- Services that support people into employment
- Support to children and families to navigate services and access the right support for them

SOUTH WEST ADVOCACY NETWORK (SWAN) is an independent advocacy charity founded in 1999, delivering a high-quality model of advocacy which ensures the most vulnerable and disadvantaged members of our communities have the same rights and opportunities as their fellow citizens.

SWAN currently work across the south west of England, and on the Isle of Wight, providing a wide range of advocacy and victim support services. SWAN believe that everyone has the same right to be heard, be in control of making choices and to be safe from violence and abuse. All SWAN services are free at the point of delivery, confidential and non-judgemental. SWAN's empowering approach supports individuals to access services and have their rights upheld.

SWAN's team of paid staff and volunteers provide:

- Statutory and community advocacy services
- Victims of Crime Advocacy Service for vulnerable and targeted victims
- Living Well Advocacy Service for people with long term health conditions. Empowering individuals to plan for the future and have their choices and preferences respected
- 'Be Heard' self and peer advocacy projects

Both charities work with people experiencing mental or physical ill health, sensory impairment and learning difficulties as well as those affected by dementia, frailty in older age, drug or alcohol misuse, who have caring responsibilities or are marginalised by society.

Together ONSIDE and SWAN are working on an exciting collaboration in Herefordshire and Worcestershire.

'Be Heard' will support vulnerable, isolated and disadvantaged individuals and groups to develop self, peer and group advocacy skills by the development and provision of:

- ✓ Self-Advocacy Toolkits
- ✓ Self-Advocacy training for professionals/practitioners
- ✓ Self, peer and group advocacy training for vulnerable individuals and groups
- ✓ One-to-one self-advocacy training and coaching

SWAN is now recruiting a confident, empowering 'Advocacy Coach' to deliver the programme.

Job Description: ONSIDE Advocacy Coach

South West Advocacy Network (SWAN) 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 and respected, the right to choice in decisions about themselves and the right to be safe.

Role Overview

SWAN is working on an exciting collaboration with ONSIDE in Herefordshire and Worcestershire to provide advocacy coaching and support individuals and groups to develop self-advocacy skills.

Advocacy Coaches support people to develop skills and confidence to self-advocate either for a one-off event or as part of personal progression.

Advocacy Coaches deliver Self-Advocacy Workshops and provide 1:1 advocacy coaching. This ensures that individuals have greater choice and control over their lives, both now and in the future, and are able to have their views and wishes heard and respected.

SWAN's ONSIDE Advocacy Coach will work closely alongside the ONISDE advocacy teams in Herefordshire and Worcestershire. They will provide training, advice and support in relation to self and peer advocacy coaching and identify where advocacy coaching may be appropriate and helpful.

Advocacy Coaches will also support professionals to understand how to support those they work with to self-advocate, by delivering bespoke workshops.

Advocacy Coaches ensure outcomes and impact data for self-advocacy coaching and programmes are captured, monitored and used to develop services and adapt the Self-Advocacy Toolkit accordingly.

The ONSIDE Advocacy Coach will provide line management to volunteers and support them to deliver self-advocacy coaching and workshops.

The post is subject to 2 references including previous employer, evidence of right to work in the UK and an enhanced DBS check.

Reporting to:

Advocacy Coaches report directly to Team or Service Managers.

Direct reports:

Volunteer Advocacy Coaches and Volunteer Community Champions.

Duties and Responsibilities:

- Provide training, support and advice to ONSIDE teams in relation to self and peer advocacy
- Provide one-to-one self-advocacy coaching to people accessing ONSIDE services
- Co-develop and deliver bespoke self-advocacy workshops and programmes
- Co-develop and deliver bespoke peer-advocacy workshops and programmes
- Co-develop and facilitate peer-advocacy groups
- Provide peer-advocacy coaching to established and developing peer support groups
- Plan, market and organise all workshops and groups and take responsibility for ensuring the practical arrangements are in place
- Effectively manage individual caseload and prioritise work accordingly
- Induct, train, supervise and support to Volunteer Advocacy Coaches and Community Champions
- Liaise, communicate and negotiate effectively with a wide range of people
- Identify risks in delivering the service and ensure compliance with risk management procedures
- Understand and act in accordance with individual responsibility for organisational and personal health and safety and demonstrate commitment to safe working practices
- Act on behalf of the individual at all times, following their instruction, taking action as directed by them, representing their wishes or choices.
- Promote self-advocacy as a strategy to build confidence and independence.
- 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.
- Undertake training and continual personal development
- Cover staff member absence including holiday and sickness
- Work on new projects as required

General Information

The Employee must always carry out their 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. Every employee must ensure a positive commitment towards equality by treating others fairly and not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relations amongst employees, suppliers, customers and clients.

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.

Person Specification: ONSIDE Advocacy Coach

Experience and knowledge crucial for the role:

- Working with people who are described as vulnerable or disadvantaged, or who have additional support needs
- Experience of delivering training or workshops to groups
- Communication suitable for a wide variety of people, some of whom may have learning disabilities, physical disabilities, mental health issues or 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
- Experience of supporting and supervising volunteers (desirable)

Skills and Attributes Needed

Advocacy Coaches are always expected 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 sharing information and encouraging suggestions and solutions
- Encourages team co-operation
- Pro-actively supports others



South West Advocacy Network
Registered Charity No: 1125679
Company Registration No: 6599429

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

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

Managing and Developing People

- Supports others to develop and to achieve own work goals
- Ability to demonstrate good role model and mentoring skills
- Able to give constructive feedback on performance
- Builds trust within the team

Integrity

- Understands, demonstrates and promotes the values of the organisation
- 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
- Works to overcome obstacles

Agreement:		Date:	
Employee's signature:			
Line Manager's signature:		Date:	