



Registered Charity No: 1125679  
Company Registration No: 6599429

## Job Description: Peer Advocacy Coach

**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:

Self-Advocacy is being able to speak up for yourself and tell people what you want and need. People who can self-advocate can make their own complaints. Peer Advocacy coaches use their own knowledge and experience to help others who have experienced similar things to self-advocate and speak up for themselves. Our Peer Advocacy Coaches co-deliver and co-design Self-Advocacy Workshops and help to facilitate peer advocacy groups. Our Peer and Self-Advocacy work helps clients to have a greater choice and control over their lives, both now and in the future.

Our Peer Advocacy Coaches also support professionals to understand how to support those they work with to self-advocate by delivering bespoke workshops. Advocacy Coaches help with recording outcomes, gathering feedback on services and adapt our Self-Advocacy Toolkits.

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:**

**Peer Advocacy Coaches report to their Supervising Advocate.**

## **Duties and Responsibilities:**

- 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.
- A commitment to training and continual personal development.
- To work on new projects when required.
- Facilitate Client Peer-Support Groups and Self-Advocacy Workshops when required
- Provide issue based advocacy
- Co-deliver and design self-advocacy workshops for clients.
- Co-deliver and design self-advocacy awareness and self-advocacy workshops for other professionals working with vulnerable clients.
- Attend meetings to promote the self-advocacy workshops and explain their importance for client empowerment.
- Co-design and develop self-advocacy tool kits.
- Co-designing leaflets, posters and media which advertises our self-advocacy work.
- Support the Service Manager and Supervising Advocate with their duties.



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## Person Specification: Peer Advocacy Coach

### Qualification Needed:

No qualification is required for this.

### Experience and knowledge crucial for the role:

- Having lived experience of having a disability or Mental Health illness.
- Has attended workshops or training for people who have disabilities or Mental Health illness.

### Desirable experience:

- Previous experience of designing training.
- Previous experience of being a workshop facilitator.
- Experience in Easy Read.

### Skills and Attributes Needed

Peer advocacy Coaches 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

- Good at listening to people
- Being confident in speaking in front of groups.
- Being able to share own personal experience
- Being approachable and friendly to others

#### Influencing others and negotiation

- Able to challenge ideas and make own suggestions.
- 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
- Works hard to achieve individual and team goals

### **Client Focus**

- Understands and is sensitive to clients' wants and needs
- 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**

- 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