**Volunteer Advocate**

**Role and Purpose**

To support the Advocacy Manager in the delivery and promotion of a diverse, inclusive and client led independent advocacy service

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**Responsible to: Line Manager**

**Location: Dependent on Role**

**This post is subject to satisfactory references and DBS check**

## Main Duties and Responsibilities

* Work alongside clients, in the community or in residential homes or in hospital to enable their individual issues to be represented.
* To support clients to articulate their own views wherever possible, or speak on clients’ behalf and represent them where requested or where appropriate.
* Promote the rights, equality, diversity and needs of our clients by ensuring they are respected and valued as individuals.
* Ensure that clients have access to information about services that is presented in an appropriate manner for their individual needs.
* Promote self-advocacy where appropriate as a strategy to build confidence and independence for service users, encouraging them to play a fuller role in the community.
* In consultation with the line manager network with other agencies in order to maintain effective communication and joint working for the benefit of SWAN Clients.
* Using the SWAN data base ensure accurate collection of data and data recording of all client meetings, travel time, and associated activities.

## Organisational/Personal Responsibilities

* To undertake Introduction to Advocacy taught session.
* To participate in ongoing training to keep up to date with services, procedures, guidelines and legislation that affect the organisation and the clients who need the service
* To take individual responsibility to alert the organisation to health and safety matters, and general organisational needs and issues.
* To attend regular team meetings/ briefings.
* To attend regular supervision as outlined in organisational policy.

**Person Specification:**

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| **Skills** | **Essential:** | **Desirable:** |
| Effective communicator, both verbal and written |  |  |
| Organisational & planning skills, including time and resource management |  |  |
| Effective interpersonal skills |  |  |
| Ability to work independently and also as part of a team |  |  |
| Ability to demonstrate empathy and understanding of people who have different life experiences and expectations |  |  |
| Ability to keep accurate records both electronic and written |  |  |
| Computer literate - including use of Microsoft Word, proficient at using email and internet research skills |  |  |
| Database/Microsoft Outlook experience |  |  |
| **Personal Attributes:** |  |  |
| Reliable |  |  |
| Self Motivated |  |  |
| Flexible and adaptable to change |  |  |
| **General:** |  |  |
| Willingness to contribute to the ongoing development of the charity |  |  |
| Willingness to participate in training and development |  |  |
| Willing to travel |  |  |
| A full drivers licence and use of a car |  |  |
| Willingness to occasionally work outside of normal working hours |  |  |
| Access to the internet or live within close distance of an office. |  |  |