



## **Volunteer Living Well Advocate**

### **Role Description**

Living Well Advocates support people living in Wiltshire with long-term health conditions to develop a Living Well Plan. The Living Well Plan is designed to help people to reflect on their past (document their memories), recognise what is important in the present, and plan for the future. The Living Well Plan is a record of someone's important information and can empower them to have a voice in decisions at a time when they otherwise would not.

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**Responsible to:** **Supervising Advocate**

**Location:** **Locations across Wiltshire**

**This post is subject to satisfactory application, references, interview and DBS.**

### **Main Duties and Responsibilities**

- To support, empower and enable SWAN clients to express their individual needs, rights and choices through making a *Living Well Plan*.
- To support, empower and enable SWAN clients through reminiscence and recording of their memories in a *Living Well Plan*.
- Ensure clients have access to information which is presented in an appropriate manner for their individual needs.
- To provide person centred advocacy appropriate to the needs and issues of everyone regarding their *Living Well Plan*.
- To continue to work alongside clients, to ensure their individual future and wishes are clearly represented and understood when they may be unable to express these themselves.
- Promote self-advocacy as a strategy to build confidence and independence for clients.
- Empower and enable clients to become involved in the development and delivery of advocacy services.
- Use the SWAN database to ensure accurate collection of data and data recording of all client meetings, travel time, and associated activities.

### **Equality and Diversity Statement**

The Volunteer 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 and volunteers, 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 Volunteer 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, volunteers, suppliers and customers.

### **Organisational/Personal Responsibilities**

- Completing a 6 month Induction and all mandatory training required to undertake the role.
- To participate in relevant on-going 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 and staff training opportunities.
- To attend regular supervision as outlined in organisational policy.

### **Skills and Attributes**

- Excellent communication skills, both verbal and written.
- Positive attitude towards degenerative conditions and ageing.
- Computer literate.
- Organisational skills and reliable.
- Adaptable and approachable telephone manner.
- Professional/friendly approach.
- Driver with willingness to travel across Wiltshire.
- Minimum 3 hours per week available to volunteer.

### **Benefits of Volunteering with SWAN**

- The opportunity to develop new and existing skills and gain experience volunteering in a charity.
- The opportunity to meet new people.
- The opportunity to build a Personal Development Portfolio.
- The satisfaction of knowing you are making a vital difference to the work of SWAN.
- The satisfaction of working with a client to achieve their Living Well Plan and knowing that this will stay with them and give them a voice and choice in the future.
- Training and support through a thorough Induction and on-going support, advice and guidance

- Full training and ongoing access to keep knowledge and skills up to date.
- Out of pocket expenses reimbursed.