



Dumfries & Galloway

ADVOCACY SERVICE

Delivering Advocacy in the Region since 1993

JOB ROLE & PERSON SPECIFICATION

Job Title	Advocate Co-ordinator
Job Purpose	To provide support to the Independent Advocates, assist the Chief Executive and deliver independent one to one and collective advocacy across all referral groups in Dumfries and Galloway.
Responsible to	Chief Executive
Base	9 Church Crescent, Dumfries
Hours	37 hours per week
Annual Leave	27 days per annum plus 9 statutory days
Salary	£21,000 per annum
Duration	This post is initially for one year
Requirement:	Must have full driving licence and access to independent transport

An exciting new opportunity has arisen to work for Dumfries and Galloway Advocacy Service. We are seeking an organised and motivated individual to join our team to support our Independent Advocates, Co-ordinate referrals, assist the Chief Executive and carry a small caseload.

This post is to co-ordinate the delivery of accessible and independent advocacy for individuals and groups who are experiencing vulnerability, for example: people with mental health problems in relation to the Mental Health (Care & Treatment) (Scotland) Act 2003, people with learning disability, those in care homes, families at risk, users of the NHS and local authority, disability, isolation or other vulnerabilities.

You will provide support and supervision to volunteer advocates; and support paid advocates as required; prioritise and allocate referrals; write quantitative and qualitative reports; carry out administrative tasks; preparing correspondence on behalf of clients and volunteers; raise awareness of the service, write and deliver training; carry a small personal case load as well as providing cover when required and assist the Chief Executive.

D&G Advocacy Service:

Advocacy is about helping to support clients to express their thoughts and wishes and ensure that their views are expressed clearly. An Independent Advocate will help clients to speak up and act for themselves. This can include listening and providing information and representing someone's views by speaking on their behalf. An Independent Advocate may be asked to support clients by attending Reviews, Care Planning meetings, Children's Hearings (with the parent/guardian, GP appointments and more. Clients may want to contact an advocate if they are concerned about their treatment or care, or any other problems they may have whilst staying in hospital, a residential setting or in their own home.

Key Duties:

- To co-ordinate delivery of the service across the region
- To prioritise and allocate all referrals
- To support, encourage and supervise volunteers advocates; and support paid advocates as required
- To prepare correspondence on behalf of clients and volunteers
- To maintain and manage a small personal case load
- To provide cover for client meetings when required
- To work on one's own and as part of a team
- To attend staff, team, supervision and training sessions as directed
- To maintain accurate administrative records of all case work
- To work in accordance with SIAA Principles and Standards and Codes of Best Practice, Dumfries and Galloway Advocacy Service Contractual arrangements, Policies and Procedures and the Law
- To promote and raise awareness of the service
- To write (when required) and deliver Advocacy training
- To provide cover in the absence of the Chief Executive
- To carry out any other task reasonably requested to ensure the efficient running of the Company

Person Specification:

- It is essential you have a full driving licence and access to independent transport
- We are looking for an organised and motivated individual
- Excellent listening and communication skills will be essential to build good relationships with volunteers, clients and professionals and of benefit in promoting the Advocacy service
- Knowledge and/or experience of working with vulnerable people
- Knowledge and/or experience of working with volunteers
- An ability to engage with people with complex needs and communication difficulties
- An awareness of diversity and ability to research complex and sensitive issues independently and quickly
- Ability to work to deadlines
- Ability to work independently
- A flexible and reliable approach to work
- Excellent IT Skills are required including the use of Microsoft Office
- Literacy
- The Ability to work flexibly to meet the needs of the service

A Protecting Vulnerable Groups Scheme Registration/Update is required.

Post Funding:

This post is funded by Joint Commissioning of D&G NHS and Council to provide Individual and Collective Advocacy for all adults who may be at risk in Dumfries and Galloway, including under the terms of the Mental Health (Care & Treatment) (Scotland) Act 2003.

Closing Date: 22nd November 2019

www.dgadvocacy.co.uk



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