

Impact Advocacy Service 'Issue Based' Role Description



Title of Role: Volunteer Advocate

Hours per Week: Flexible (although there is an expectation of offering 3 hrs per week)

Accountable to: Service Manager

Line Managed by: Team Leader

Main Tasks

1. To develop an appropriate advocacy partnership with the individuals (partners) offered an advocacy service. Making sure that, wherever possible, the person you are supporting takes the lead in the relationship.
2. To devise and develop creative tools and materials for supporting communication with partners.
3. To ensure partners are aware of and understand all the options open to them.
4. To facilitate partner involvement in the whole advocacy process.
5. To facilitate self-advocacy wherever possible.
6. To ensure that the wishes of each partner are heard and respected.
7. To represent the views, wishes and aspirations of partners to others involved in the case.
8. To be involved in negotiating solutions acceptable to each partner.
9. To develop effective working relationships with professionals, family members and others.
10. To ensure that adequate records are kept. Case files should be kept according to the Impact Advocacy guidelines.
11. To report to the Advocacy Team Leader or named Advocacy Worker on a regular basis. To attend regular supervision sessions and meetings as required. To attend training events and Team day as required.
12. To work within the Project and Organisational policies and procedures.

Volunteer Advocate

Person Specification

The work of a volunteer advocate involves:

- Respecting your partner as an individual.
- Listening to what your partner has to say.
- Respecting the confidentiality of your partner.
- Maintaining regular contact with your advocacy partner.
- Helping your partner access information and services.
- Ensuring your partner is aware of choices available to him/her.
- Encouraging your partner to advocate for him/herself where appropriate.
- Representing the views of your advocacy partner as and when appropriate.
- Supporting your partner in the decisions s/he makes.
- Attending regular supervision sessions with your advocacy worker.
- Attending training events as necessary.

An advocate will ...

- Be non-judgmental.
- Have good listening skills.
- Be able to communicate effectively at various levels.
- Understand the need to respect confidentiality.
- Be able to cope with stressful situations.
- Have the potential to deal effectively with challenging behaviour.
- Have the time to meet his/her partner on a regular basis.
- Have time, and be willing, to attend training and supervision sessions as required.
- Be committed to equal opportunities.
- Be willing to develop his/her knowledge and skills.
- Be independent from her/his partner's service providers.