

ACCESS THROUGH ADVOCACY

JOB DESCRIPTION – ADVOCACY WORKER

**1 JOB DETAILS**

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| **Job Title** | Advocacy Worker | **Line Manager** | Homelessness Prevention Manager (West) |
| **Grade Level** | 3 | **Salary Range** | 19-23 | **FTE Salary Range** | £22,747 – £25,216 |
| **Section/Unit** | Access through Advocacy | **Directorate**  | Operations |
| **Location** | Glasgow Area |
| **Hours** | 12 | **FTE** | 0.32 |
| **OR** | Required to have a genuine and active Christian faith and commitment |

**2 JOB PURPOSE**

To facilitate the coproduction and delivery of Access through Advocacy, a new advocacy service meeting with people in community settings. The role involves providing independent advocacy support with and for a variety of people with experiences of the justice system, in recovery from substances and those at risk of homelessness. A key part of the support offered will involve independent advocacy with and for individuals around welfare rights, benefits, challenging decisions, resolution of tenancy issues, heath rights and accessing the right health provision. The role also includes supporting and advising people through fuel insecurity, dealing with bills and understanding bank accounts.

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| 3 MAIN RESPONSIBILITIES | Approx. % of time |
| * Engaging directly with a caseload agreed with your line manager to accurately assess and advocate for and with people to overcome issues primarily relating to welfare rights, benefits, challenging decisions, resolution of tenancy issues, heath rights and accessing the right health provision, fuel insecurity, dealing with bills and understanding bank accounts.
 | 60% |
| * Undertaking effective and efficient administration throughout a person’s advocacy journey with Bethany. Arranging meetings where possible within community settings. Monitoring progress and evaluating outcomes while maintaining data as required for management reporting. Keeping updated on legislation and policy changes that may affect the people you are advocating with and for.
 | 25% |
| * Building effective contacts with key community partners both existing and new within the third sector and statutory services. Where necessary making appropriate referrals to these service providers.
 | 5% |
| * Developing your role within the wider context of Bethany’s Homelessness Prevention Work. Demonstrating a commitment to personal and professional development.
 | 5% |
| * Participate in Christian worship with other staff and, where appropriate, service users and stakeholders.
 | 5% |

**4 PLANNING AND ORGANISING**

* Good organisational skills that are flexible to change but always deliver on time.
* Ability to prioritise effectively while under pressure with multiple concurrent tasks.
* Confidence in making suggestions and contributing ideas to encourage progress towards the goals of the organisation and service.

**5 PROBLEM SOLVING**

* Managing a varied workload and demonstrating a creative and flexible approach to delivering ideas and information in a manner appropriate for the audience.
* Working with those who use our service to determine the best approach and achieve the best possible outcomes through creative solutions for each individual.
* Spotting where new issues are arising, considering how to react, assessing risk and alerting others where appropriate.
* Learning from both mistakes and successes by reflecting on practice to identify what has gone well and what could be better and then developing new ideas for ongoing improvement that embraces the changing needs of the service and BCT.
* Consider ways of maintaining positive relationships and contact with people using the service.

**6 DECISION MAKING**

* Determining the allocation and prioritisation of limited resources to gain the maximum benefit for those who are referred to and use our service.
* Actively contributing ideas, experience and opinion to topics and caseloads under discussion in the service’s team and organisation.
* Ability to work on own initiative when appropriate without close supervision to make sound judgements when working out how to approach and resolve issues with and for each individual.
* Ability to think critically to achieve a deep understanding of people’s needs and develop innovative responses.

**7 KEY CONTACTS AND RELATIONSHIPS**

The establishment of meaningful, fruitful and sustainable relationships is central to the success of the role. The key types of relationship to be developed and the desired outcomes from them are listed below:

* People who use our services - Participants already using Bethany services or referring in are welcomed and nurtured.
* Other Agencies – Access through Advocacy is known for valuable work that works in partnership with other services.
* Volunteers – Volunteers are supported in a professional way and encouraged for their important contributions.
* Bethany Staff – Staff are aware of the work of Access through Advocacy and professional relationships flourish, reflecting the values of the organisation at all times.

**8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB**

The essential qualifications and characteristics that will be desirable of the person undertaking the role are:

* A qualification in advocacy or a related discipline at SCQF level 7 is essential, or a willingness to work towards such a qualification.
* Experience and qualifications that demonstrate a high level of ability working with vulnerable people including homelessness and an understanding of the complex issues involved in this such as family issues, mental health issues, addiction problems and the criminal justice system.
* Familiarity of working with people that have experienced gaps in systems and problems accessing key services.
* Working knowledge of confidently and professional boundaries.
* Experience of planning your own diary, being a professional team player able to prioritise own work load while doing so do deadlines and under pressure.
* Excellent written and communication skills with an ability to use Microsoft Office Applications to a high standard.
* A demonstrable passion and commitment to people from vulnerable backgrounds and to social action and care.
* Ability to show God’s love in action as an outworking of personal Christian faith to all stakeholders.
* As Bethany is a Christian organisation this post carries an Occupational Requirement in line with Equality Act 2010. Applicants should have and be able to evidence a live and active Christian faith and commitment.

# REPORTING

* The post holder reports to the Homelessness Prevention Manager West and ultimately to the Director of Homelessness Prevention.
* The post holder has no direct reports but will supervise and support volunteers.
* The Homelessness Prevention Manger (West) will regularly meet with the post holder to ensure that progress and activity including outcome evaluations and output statistics are shared.

**10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION**

* The post holder is required to have an active Christian faith on the basis of the following:
* *The face to face contact the post holder will have with service users in facilitating their increasing independence through physical, emotional and spiritual support****.***
* The post-holder is required to participate in and occasionally lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany’s Vision of working with vulnerable people as an expression of Christian love in action.
* The post holder will be expected to promote a common understanding of what Bethany’s values mean. Critical to success there will be an expectation of the post holder to consistently model the organisation’s values in all activities and relationships.
* **Culture –** *Love* is our standard.

We *Serve* others.

We *Value* the whole person.

* The post holder’s work will be based at 42 Hollowglen Road but will take place in a range of community settings principally across the central belt and so a willingness to travel across locations whether by car or public transport is necessary.
* This post, under the Protection of Vulnerable Groups (PVG) Scheme undertakes regulated work as part of the normal duties and therefore requires membership of the PVG (Adult) scheme by the post-holder. Specifically the regulated work includes:
* Providing one to one support on a regular basis to protected adults as well as befriending and mentoring young people on behalf of the organisation.