

**Forth Valley Advocacy**

Job Description

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| Post Title: | Volunteer Advocacy Co-ordinator |
| Salary: | £17,890 |
| Responsible To: | Team Leader/Duty Worker – Stirling & Clackmannanshire |
| Location: | 1 The Bungalows, Larbert, FK5 4SZ.  A hybrid working policy is currently in operation supporting working from home. |
| Holidays: | 28 days leave plus 10 public holidays (pro-rata for part time staff) |
| Hours of Work: | 26 hours per week, Monday to Friday |
| Benefits | 7% employer pension contribution, income protection, death in service benefit, personal support through Mindful Employer |

1. Job Purpose

* To have effective oversight of the volunteer programme at FVA
* To re-establish and set up volunteering opportunities alongside the Team Leader/ Duty worker and CEO
* To ensure that the volunteering service meets the needs of Advocacy Partner’s who use it
* To promote the principles that underpin independent advocacy support across Forth Valley
* To ensure Volunteer Advocacy Workers support vulnerable people including people with a learning disability, autism, dementia, mental health problems or an acquired brain injury.
* To recruit, support, supervise and train Volunteer Advocacy Workers to help Advocacy Partners contribute their views and preferences in decision making that directly affects their lives by ensuring they get their voices heard and their rights protected
* To monitor Volunteer Advocacy Workers to ensure they are working towards agreed outcomes as determined by the Advocacy Partner
* To work within the eligibility criteria set by funders
* To work in various settings across the Forth Valley area, including community, hospitals and prisons settings
* To proactively raise awareness of independent advocacy

1. Dimensions of Job

* Forth Valley Advocacy (FVA) has been established across Stirling, Falkirk and Clackmannanshire since 2003. It is currently based in Larbert. This is under review.
* FVA offers information, support and representation to individuals affected by Adult Social Care including people with mental health issues, older people and those with learning difficulties and their relatives/carers. The service is based on human rights principles and ensures that a stronger voice is given to individuals made vulnerable by complex life situations.
* FVA is a registered Scottish Charity No SCO34510 and a company limited by guarantee No SC251723.
* All staff must work within the Scottish Independent Advocacy Alliance Principles and Standards
* FVA is funded to provide independent advocacy services in the Forth Valley area until 31.10.23 with the possibility of a 2 year extension.
* FVA is in the process of becoming paperless both moving all its files to MS Sharepoint and initiating a new online Client Management System (CMS)
* FVA is in the process of developing a volunteer advocate programme and from summer 2022
* The job requires geographical mobility and the successful postholder must be able to travel easily across the FVA area.
* Some evening and weekend work will be required for which Time Off in Lieu will be given
* The postholder is required to have membership of the PVG Scheme to undertake regulated work with adults and children.

1. Organisation Chart
2. Key responsibilities

4.1 Independent Advocacy

* Proactively recruit, induct and train Volunteer Advocacy Workers.
* Encourage and target inclusion of people with lived experience, people from ethnic backgrounds and people with English as a second language
* Maintain regular contact with all Volunteer Advocacy Workers to monitor progress and ensure achievement of outcomes identified by the Advocacy Partner
* Hold regular support and supervision sessions with Volunteer Advocacy Workers
* Regularly shadow Volunteer Advocacy workers to ensure compliance with FVAs Codes of Practice. Ensure best practise is followed and provide feedback on engagement with Advocacy Partners
* Ensure Volunteer Advocacy Workers maintain accurate and timely records of all interventions and actions taken on behalf of their Advocacy Partner
* Carry out all associated administration: take up confidential references, process Disclosure Scotland checks and maintain confidential storage of information in accordance with GDPR legislation
* Process Volunteer Advocacy Workers expenses and maintain records of expenditure
* Act as the main point of contact for all volunteering enquiries
* Make appropriate matches between Volunteer Advocacy Workers and Advocacy Partners and monitor their progress
* Maintain a waiting list for Volunteer Advocacy referrals, allocate referrals in a timeous manner
* Carry out the duties and responsibilities of the post at all times in compliance with Forth Valley Advocacy’s policies and procedures
* Carry out duties and responsibilities in compliance with the Scottish Independent Advocacy Alliance Principles, Standards and Codes of Best Practice
* Maintain advocacy knowledge by holding a small case load
* Develop information materials as appropriate
* Produce evidence and reports as required
* Monitor and evaluate the volunteer programme
* Attend monthly team meetings, weekly allocation meetings, development days and team building sessions
* Promotion and outreach of both the service and volunteering opportunities

**4.2 Personal and Professional Development**

* Ensure knowledge of relevant legislation and practice is kept updated
* Ensure knowledge and experience of different communication strategies and tools is kept updated
* Participate in training and development opportunities
  1. Partnerships and External Relationships
* Support Advocacy Partners to be involved in and contribute to the development of FVA
* Establish and maintain appropriate links with staff in the statutory, private and voluntary sector e.g. Health Boards, Community Health Partnerships, and Local Authorities
* Link with other independent advocacy services through SIAA
* Establish links with localised volunteering groups
* Represent FVA externally, promote its work and the role of Independent Advocacy
* Promote greater awareness of the needs of people with mental health problems, older people and people with dementia or learning difficulties to give a positive community identity to these groups
* Attend and contribute to external groups and activities, including promotion and outreach, and delivery of training
  1. Involvement of Advocacy Partners
* Support advocacy partners to be involved in, and contribute to, the development of FVA
* Implement processes for consulting and obtaining feedback from advocacy partners
  1. Health and Safety
* Ensure all Volunteer Advocacy Workers work within safe environments and comply with Health and Safety legislation, lone working procedures and COVID guidance
* Ensure all FVA policies and procedures, especially those relating to Adult Support & Protection and Child Protection, are understood, and practiced effectively

4.6 Other

* Any other tasks that are commensurate with this position.

**5 Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Relevant degree or professional qualification, or experience of delivering services in a related field | **X** |  |
| Experience of delivering people focussed services. | **X** |  |
| Experience of working in independent advocacy |  | **X** |
| Experience of recruiting, training and supporting Volunteers | **X** |  |
| **Skills and Abilities** |  |  |
| Commitment to re-establishing a volunteering service | **X** |  |
| Ability to carry out agreed objectives with minimum direction and support | **X** |  |
| Ability to work in a team | **X** |  |
| Ability to absorb new information quickly and put it into practice | **X** |  |
| Excellent communication skills – reading, writing, listening and speaking | **X** |  |
| Ability to use different communication tools and strategies e.g. Talking Mats | **X** |  |
| Competent use of IT packages e.g. Office 365, Sharepoint | **X** |  |
| Competent use of a client management system | **X** |  |
| Ability to respect and work within professional boundaries | **X** |  |
| Ability to prioritise work demands to meet agreed targets and timescales | **X** |  |
| Ability to work co-operatively with advocacy partners, colleagues, external agencies and other professionals | **X** |  |
| **Knowledge** |  |  |
| Knowledge of legislation relevant to independent advocacy, especially Mental Health (Care and Treatment) (Scotland) Act, Adults with Incapacity Act, Adult Support and Protection Act | **X** |  |
| Knowledge of Independent Advocacy |  | **X** |
| Knowledge and understanding of and the ability to uphold the principles and standards of SIAA |  | **X** |
| Knowledge of statutory sector practices and systems |  | **X** |
| **Experience** |  |  |
| Supporting and/or working with vulnerable people |  | **X** |
| Supervision and professional development of volunteers | **X** |  |
| Working in the Third Sector |  | **X** |
| Working with clients and external agencies | **X** |  |
| Work or personal experience of a person with mental health problems, dementia or a learning disability |  | **X** |
| **Personal Qualities** |  |  |
| Ability to work under pressure, managing conflicting deadlines and priorities | **X** |  |
| Ability to deal with interruptions | **X** |  |
| Ability to work flexibly and creatively | **X** |  |
| Resilience and ability to carry out self care | **X** |  |
| Ability to review and reflect on personal practice | **X** |  |
| Non-judgemental approach | **X** |  |
| Believe in the principles of empowerment and self-determination | **X** |  |