**Information & Advocacy Worker**

## Job Description

**Job title:** Information & Advocacy Worker

**Reporting to:** Manager, Fife Office

**Hours:** 21 hours per week

**Office base:** Dunfermline Business Centre, Izatt Avenue, Dunfermline

**Main purpose of job**:

The purpose of the post is to deliver information, emotional support and advocacy to parents and/or carers of children with complex needs. The post involves working closely with professionals in health, education, social work and housing.

The role of Information & Advocacy Worker is diverse and challenging and requires the ability to build a good rapport with parents who use our service. It also requires a high level of competence and personal commitment.

We have 11 staff based in Edinburgh and will have 3 members of staff in Fife, and we hold regular all-team meetings and joint training.

For these particular posts, it is preferable that candidates have personal experience of parenting a child with a significant additional support need.

## Main Duties

***Support to parents***

* provide a high quality service of telephone support, assistance and information
* provide emotional support to parents and be a ‘listening ear’
* research and provide appropriate information to parents
* provide advocacy, including attending meetings and writing letters on behalf of parents
* support parents in self advocacy
* deliver parenting courses to parents of children with an intellectual disability (courses may be delivered online). Full training will be provided.
* meet with parents in a range of settings to deliver Kindred’s services
* report any problems/difficulties to the Director, including child protection concerns

***Informative***

* contribute to the development of information in response to the needs of families and professionals (for example, assist with developing information packs)
* contribute to the content of the Newsletter
* assist with parent support groups
* contribute to social media including website and Facebook

***Representative***

* represent Kindred in the community
* develop relationships with professionals
* represent Kindred at local groups concerned with families and/or information
* talk about the work of Kindred to visiting professionals and students and, where appropriate, parent/professional groups in the community

***Management***

* attend regular team meetings
* enquiry review meetings
* management supervision and annual appraisal
* practice supervision with an external supervisor
* attend training courses as identified through supervision and appraisal

### Recording

* maintain accurate records
* introduce and explain the purpose of the contract for advocacy to parents
* report to the Fife Manager on issues relating to enquiries
* provide clear and accurate statistical information for use by the organisation, including ‘baseline’, ‘outcome’ and ‘output’ data

# Person Specification – Information & Advocacy Worker

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| **Essential** | **Desirable** |
| An understanding of the principles of advocacy and a willingness to develop the skills and knowledge to deliver it effectively to parents | Experience of delivering advocacy |
| Excellent telephone manner | Direct experience of parenting a child with additional support needs |
| Ability to work alone | Understanding of support available for children with additional needs in Scotland |
| Able to demonstrate an understanding of boundaries and of confidentiality | Experience of dealing with Helpline calls |
| Experience in information gathering and giving | Experience of lone working |
| Experience in providing emotional support on the phone or in person | Experience of team working |
| Good telephone manner and communication skills | Experience in social media |
| Strong administrative and organisational skills including recording, reporting, using IT and form filling | Training in ‘listening skills’ |
| Pro-active approach to working with other professionals | Experience of using databases |
| Ability and/or willingness to develop the skills to promote the work of Kindred by giving talks and presentations to groups of parents and professionals | Experience of multi-agency working |
|  | Experience of public speaking |

**Terms and Conditions**

**Salary** £26,500 pro rata (full time is 35 hours)

**Hours** 21 hours per week

**Leave** Pro rata of 25 days per year plus 10 days public holiday. Paid carers leave. Annual leave rises by 1 day per year to a maximum of 30 days per year.

**Pension**  Kindred will contribute 8% of salary towards a private

pension plan

**Supervision** Monthly 1:1 supervision provided by the Fife Manager.

Practice supervision provided monthly by external supervisor.

**Probation** Six months

**Vetting** Enhanced disclosures

**Location** The post is located at Dunfermline Business Centre but there will be some requirement to travel

April 2023