



EQUALITY | RESPECT | LOVE

Who Cares? Scotland Job Specification

Post title	Advocate
Salary range	£24,147 – £30,184 per annum
Hours of work	35 hours per week
Contract	Permanent
Area	South West Scotland
Base location	Glasgow
Last update	January 2024

Who Cares? Scotland is Scotland’s only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland.

At the heart of Who Cares? Scotland’s work are the rights of Care Experienced people, and the power of their voices to bring about positive change.

We provide individual lifelong relationship-based independent advocacy and a broad range of imaginative participatory and engagement opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and communities to broaden understanding and create change. We work with policy makers, leaders and elected representatives locally and nationally to shape law, policy and practice, working together to build on the aspirations of [The Promise](#) and secure positive change.

Purpose of the post

The purpose of the post is to deliver lifelong advocacy to Care Experienced people via our helpline. You will also work alongside volunteers who are an integral part of our helpline team.

Advocates provide independent advocacy support for Care Experienced people. This means listening to what they say and supporting them to amplify their voices on a variety of topics. At the heart of the advocacy relationship is trust - built through transparent, honest, accountable, and reliable interactions with a skilled and knowledgeable Lifelong Advocate.

You will help ensure that the voices of Care Experienced people are heard by Corporate Parents and communities, creating positive change. You will work closely with partners, council services and with other public services, to ensure that Care Experienced people have access to decision-makers and are able to create new opportunities, whilst developing existing ones. You will also be adept at developing positive relationships with people over the telephone and/ or email.

You will be joining Who Cares? Scotland and working within South West team, but our helpline covers the whole of Scotland. You will be joining at an exciting time, when the voices of those who are in or have experienced care are growing in power, individually and collectively - bringing with them insight, challenge, hope, and change.

Main duties and responsibilities

1. To provide high quality independent lifelong advocacy for Care Experienced people, who contact the helpline or help inbox.
2. Provide support and guidance to the volunteers supporting the work of the helpline.
3. Support the community engagement aspect of the organisation's activity. This is to encourage the broader community to understand and embrace their Care Experienced population.
4. Consult people who use the helpline as part of Who Cares? Scotland national and local work.
5. Keep detailed records of work undertaken with people and undertake monitoring of statistics.
6. Prepare quarterly liaison reports and annual reports which are based on the agreed outcomes for your area of responsibility.
7. Provide Care Experienced people and professionals with information regarding the work of Who Cares? Scotland.
8. To work in partnership with other professionals and organisations to achieve the best outcomes for Care Experienced people. Support the Care Experienced voice to be heard through local networks.
9. Adhere to Who Cares? Scotland policies, procedures and values at all times.
10. Carry out any other duties commensurate with the post as agreed by your line manager.

Communication

The post holder will have key contacts with:

- Care Experienced people from across Scotland
- Partners and professionals across Scotland, including the Local Authorities, other public sector Corporate Parents and the Third Sector.
- National and regional networks that support Care Experienced people, and its positive impact on care.

- The South West Region team and the broader Who Cares? Scotland team.

Teamwork is crucial to the smooth running of the organisation and all team members are required to play an active part, operating from a place of Equality, Respect, and Love in every interaction. This is important in relation to liaison with colleagues and, ensuring that the service provided meets service level agreements and contributing to the national work of the organisation.

Working environment

The post holder will be based in the National Office, with homeworking flexibility on days when not the lead advocate on the helpline. There will be minimal travel required but sometimes there will be a need to meet with Care Experienced People, and to attend organisational events and training opportunities. The remit of this role requires flexibility which includes some evening and weekend work and occasional overnight stays.

Attitudes and values

Commitment to:

- Child and Human rights
- Working inclusively with an understanding of equal opportunities practices
- Belief that young people can make transformative change happen in their lives if given the opportunity and the correct supports and opportunities
- Working in partnership with Care Experienced people, empowering them to shape their own lives and make decisions about their own lives
- Inter-agency and inter-disciplinary working to improve outcomes for Care Experienced people
- Developing best practice through regular support and supervision, training, and development opportunities
- Create a positive team mentality working with the manager.

Essential knowledge, skills and experience

Qualifications:

- While we would welcome the knowledge gathered through relevant qualifications, we are just as interested in relevant work experience with children and young people
- Demonstrable continuing professional development in relevant areas

Knowledge:

- The issues affecting young people in care or with experience of care
- Awareness of the care system in Scotland
- Welfare Benefits

- Housing/ Homelessness
- Legislation relevant to Care Experienced people
- Independent advocacy and the SIAA Principles, Standards and Codes of Best Practice
- Current developments, policy and practice in relation to children and young people experiencing care in Scotland

Skills and competencies:

- Excellent interpersonal and communication skills, both verbal and written
- Ability to form positive relationships with people contacting the helpline
- Ability to work both collaboratively as part of a team and on own initiative
- Ability to develop relationships with other professionals including social work, health and education
- Ability to manage your time and workload to effectively prioritise and meet deadlines
- Ability to effectively plan and evidence work
- Ability to travel, and to work some evenings and weekends, with possible overnight stays
- Excellent administrative skills and the ability to produce high quality reports on activity and impact
- Willingness to learn and develop your skills
- A reflective approach to your work and service delivery
- A positive can-do attitude

Experience in:

- Working directly with young people, both individually and in groups
- Working in a collaborative, inter-agency, inter-disciplinary way
- Report writing and evidencing practice and impact

We welcome and encourage applications from those with experience of care.