



<b>Job Title</b>	:	Advocacy Officer
<b>Contract</b>	:	24-month contract
<b>Salary</b>	:	£27,000 (pro rata)
<b>Hours</b>	:	14 hours per week (flexible, with hybrid working available)
<b>Location</b>	:	Glasgow
<b>Reports to</b>	:	MS Specialist Nurse & Clinical Lead
<b>Direct Reports</b>	:	None

### **About Revive MS Support**

More than 17,500 people live with Multiple Sclerosis (MS) in Scotland, the highest prevalence of any country in the world. Based in Glasgow, Revive MS Support's mission is to be a caring, hopeful and inclusive community where everyone affected by MS can find physical, emotional, financial, and social support.

### **Job Purpose**

The Advocacy Worker will deliver an independent advocacy service to people affected by Multiple Sclerosis (MS). The role will empower individuals to express their views, wishes, and choices while ensuring that they remain involved in all decisions that affect their lives. The Advocacy Worker will be responsible for supporting clients to access information, communicate their needs, and exercise their rights.

### **Key Responsibilities**

- Provide advocacy support to people affected by MS in a professional and confidential manner, ensuring that their rights and wishes are respected.
- Work collaboratively with clients to identify their support needs and develop a plan to meet those needs.
- Work collaboratively with the public sector to promote awareness and responsiveness to MS related issues.
- Support clients to access relevant information and services, including healthcare, social care, and welfare benefits.
- Ensure that clients are aware of their rights and entitlements and provide support to challenge decisions that may adversely affect them.
- Attend meetings and appointments with clients to provide advocacy support and ensure that their views and preferences are heard and considered.
- Liaise with healthcare professionals, social workers, and other relevant organisations to ensure that clients receive coordinated and effective support.
- Liaising with voluntary groups, as required, to resolve problems.
- Maintain accurate and up-to-date records of client contacts, assessments, and outcomes.
- Work collaboratively with other members of the Revive MS Support team to ensure that clients receive holistic support.
- Increase uptake and delivery of the service.

- Attend training and development activities to maintain and enhance professional knowledge and skills.

## **Person Specification**

### Essential:

- Experience of providing advocacy support to vulnerable adults, preferably within a healthcare or social care setting.
- A clear understanding and commitment to the principles of empowerment, equality and inclusion
- Knowledge of relevant legislation and policy relating to advocacy and the rights of people with disabilities.
- Ability to communicate effectively with a wide range of people, including those with complex needs or communication difficulties.
- Excellent interpersonal and negotiation skills, with the ability to build and maintain effective relationships with clients, professionals, and other stakeholders.
- Strong organizational skills, with the ability to manage a caseload, prioritize work, and meet deadlines.
- Ability to work independently and as part of a team.
- IT literate with experience of using electronic case management systems.

### Desirable:

- Experience of working with people with MS or other neurological conditions.
- Understanding of the impact of MS on individuals and families.
- Experience of providing advocacy support to people from diverse backgrounds and communities.
- Knowledge of local and national services and resources for people with MS.
- Knowledge of the principles of person-centred care.
- This job description is not exhaustive and may be subject to change in accordance with the needs of the Revive MS Support organization.

## **Special conditions**

There is a need within this post for the holder to be flexible about hours of work, with the requirement for occasional work in the evenings and weekends.

## **Personal Development**

Training will be provided to develop new and existing skills appropriate to the role.