

Job Profile



Job title:	Advocacy Worker	Report to:	Service Delivery Manager/Service Development Manager
Location:	The Advocacy Project Office	Disclosure:	PVG scheme
Salary:	Grade 5	Completed:	April 2024

Job summary

The post holder will deliver person-led advocacy support to the people who use our service.

This is a fieldwork role with 70% of time spent on direct advocacy interactions and 30% spent on other related tasks.

Behaviours and competencies

Our organisational competencies:

- Leadership
- Resilience
- Excellence
- Person-focused
- Performance

You will demonstrate the following behaviours and competencies:

- Putting the people who use our service at the centre of all we do
- Identifying barriers that get in the way of achieving goals

- Taking an analytical approach to problem-solving
- Demonstrating initiative and creativity in all that you do
- Demonstrating tenacity, assertiveness, and persuasiveness in pleading a case
- Taking responsibility for own learning and development
- Representing the Advocacy Project in a positive and professional way
- Contributing to an environment of trust and empowerment
- Ability to adapt to the dynamic needs of the service
- Ability to deliver difficult messages
- Excellent communication and people skills
- Strong negotiating, influencing and decision-making skills
- Self-leadership skills
- Self-aware and self-motivated

Person specification

Essential

- Our Advocacy Workers must demonstrate the behaviours and competencies outlined
- Strong IT and time management skills

Desirable

- Experience working in a busy and dynamic solution-focused environment
- Experience working in independent advocacy or a relevant sector

Job Outputs

Role output	Requirements
Self-leadership and teamwork	<ul style="list-style-type: none"> • Manage workload and take responsibility for achieving person-centered casework outputs • Contribute to continuous improvement of casework processes • Contribute to team meetings and reflective

	<p>practice development activity</p> <ul style="list-style-type: none"> • Contribute to a positive environment that supports staff wellbeing
Service delivery	<ul style="list-style-type: none"> • Assess and prioritise casework activity in line with internal guidance • Generate and record referrals, prioritise and allocate referrals in line with internal guidance • Assess priority and advocacy need per case in line with eligibility, prioritisation criteria and levels of demand • Agree action and goal plans and work methodically to plan and deliver positive outcomes • Define appropriate boundaries and monitor progress • Practice reflectively and respond to individual needs and preferences
Deliver continuous improvement in performance	<ul style="list-style-type: none"> • Measure and record progress towards defined outcomes over the duration of casework, use this information to support practice improvement • Support the management team to refine and improve case work and time management processes to maximise efficiency • Contribute a range of case studies, both positive and challenging, for practice development and reflective discussion
Learning and development	<ul style="list-style-type: none"> • Take responsibility for your own learning and development • Support the management team in delivering the organisation's learning and development plan <p>Promote continuous improvement and learning in all your activities</p>

Compliance	<ul style="list-style-type: none"> • Practice ethically and with integrity, taking account of the Code of Conduct and policy framework and the law • Ensure compliance with organisational policies and procedures • Apply the SIAA Principles, Standards and Code of Best Practice in all you do
Stakeholder engagement and partnership working	<ul style="list-style-type: none"> • Contribute to ensuring your team are a visible and familiar face in the communities you serve • Contribute to an ethos that ensures the people we support are at the centre of everything we do • Develop and maintain strong relationships and networks while maintaining a professional distance to ensure independence • Promote TAP values and represent the organisation confidently and in a positive light in all stakeholder encounters
Other	<ul style="list-style-type: none"> • Other relevant duties as required

Relationships

- Leadership team
- Management team
- Service delivery team, response team
- SIAA, partner organisations and other stakeholders
- People who use our service