

## Forth Valley Advocacy



### ADVOCACY WORKER JOB DESCRIPTION

<b>Post Title:</b>	Advocacy Worker
<b>Salary:</b>	£30,306 (pro rata for P/T)
<b>Responsible to:</b>	Team Leader/Duty Worker
<b>Location:</b>	Ironworks Business Centre Castlelaurie Industrial Estate Falkirk FK2 7XEA  A Hybrid working policy is currently in operation supporting significant working from home.  The postholder requires access to a car or other form of personal transport.
<b>Holidays:</b>	28 days leave plus 10 public holidays 4 of which are floating
<b>Hours of Work:</b>	37 hours per week, Monday to Friday
<b>Benefits:</b>	7% employer pension contribution, income protection, death in service benefit and personal support through BUPA

### The Organisation

- 1.1 Forth Valley Advocacy (FVA) has been established across Stirling, Falkirk and Clackmannanshire since 2003. It is currently based in Falkirk.
- 1.2 FVA offers information, support, and representation to individuals with a learning disability, autism, dementia, mental health problems or an acquired brain injury. The service is based on human rights principles and ensures that a stronger voice is given to individuals made vulnerable by complex life situations.
- 1.3 FVA is currently funded to provide independent advocacy services in the Forth Valley area under a local authority contract due for renewal in October 2025.
- 1.4 FVA operate a paperless system, having moved all files to MS 365/ Sharepoint/ One Drive and use an electronic database to manage advocacy partner information.
- 1.5 FVA is a registered Scottish Charity No SC034510 and a company limited by guarantee No SC251723.

## Job Purpose

- 2.1 To promote the principles that underpin independent advocacy support across Forth Valley to people with a learning disability, autism, dementia, mental health problems or an acquired brain injury.
- 2.2 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.
- 2.3 To work within the eligibility criteria set by funders
- 2.4 To work in various settings across the Forth Valley area, including community, hospitals and prisons settings
- 2.5 To work towards agreed advocacy partner support outcomes in line with their service agreement
- 2.6 The job requires geographical mobility and the successful postholder must be able to travel easily across the FVA area.
- 2.7 Some evening and weekend work will be required for which Time Off in Lieu will be given
- 2.8 The postholder is required to have membership of the PVG Scheme to undertake regulated work with adults and children.
- 2.9 All staff must work within the Scottish Independent Advocacy Alliance Principles and Standards

## Job process

- 3.1 Offer a comprehensive advocacy service to people by ensuring that they have the opportunity to make informed choices, maximise independent decision making and have their views acknowledged and respected.
- 3.2 Ensure advocacy partners are informed of their rights, choices, and options.
- 3.3 Encourage and build the advocacy partners confidence in their own ability to self-advocate using a strengths-based approach
- 3.4 Support and, when necessary, represent advocacy partners views at meetings including mental health tribunals or guardianship hearings
- 3.5 Organise with advocacy partners to attend meetings either to support them to self-advocate or to represent their views
- 3.6 Act in a non-instructed capacity to safeguard advocacy partners who lacks capacity
- 3.7 Utilise different communication strategies and tools e.g. Talking Mats, to enable advocacy partners to be fully involved and informed in all matters requiring advocacy support.
- 3.8 Record all interventions and associated outcomes on the database.
- 3.9 Attend management meetings e.g. team meetings and catch ups.
- 3.10 Adhere to organisational policies and procedures.

## Personal and Professional Development

- 4.1 Forth Valley Advocacy is committed to a programme of continuous development – ensuring that staff are best prepared to provide professional, relevant and knowledgeable advocacy support.
- 4.2 Ensure knowledge of relevant legislation and practice is kept updated
- 4.3 Ensure knowledge and experience of different communication strategies and tools is kept updated
- 4.4 Participate in training and development opportunities

## Partnerships and External Relationships

- 5.1 Support advocacy partners to be involved in and contribute to the development of FVA.
- 5.2 Establish and maintain appropriate links with staff in the statutory, private, and voluntary sector e.g. Health Boards, Community Health Partnerships, and Local Authorities.
- 5.3 Link with other independent advocacy services through SIAA.
- 5.4 Represent FVA externally, promote its work and the role of Independent Advocacy.
- 5.5 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.
- 5.6 Attend and contribute to external groups and activities.

## Involvement of Advocacy Partners

- 6.1 Support advocacy partners to be involved in and contribute to the development of FVA.
- 6.2 Implement processes for consulting and obtaining feedback from advocacy partners.
- 7 Health and Safety
  - 7.1 Ensure all staff and volunteers work within safe environments and comply with Health and Safety legislation and lone working procedures.

## Other

- 8.1 Any other matters that are reasonable and practicable in relation to providing a responsive service..

## Person Specification

	Essential	Desirable
<b>Qualifications</b>		
Relevant Degree or professional qualification, or experience of delivering services in a related field	<b>X</b>	
Experience of delivering people focussed services.		<b>X</b>
Qualification in independent advocacy		<b>X</b>
<b>Skills and Abilities</b>		
Ability to carry out agreed objectives with minimum direction and support	<b>X</b>	
Ability to work in a team	<b>X</b>	
Ability to absorb new information quickly and put it into practice	<b>X</b>	
Excellent communication skills – reading, writing, listening and speaking	<b>X</b>	
Ability to use different communication tools and strategies e.g. Talking Mats	<b>X</b>	
Competent use of IT packages e.g. Office 365, Sharepoint	<b>X</b>	
Competent use of a client management system	<b>X</b>	
Ability to respect and work within professional boundaries	<b>X</b>	
Ability to prioritise work demands to meet agreed targets and timescales	<b>X</b>	
Ability to work co-operatively with advocacy partners, colleagues, external agencies and other professionals	<b>X</b>	
<b>Knowledge</b>		
Knowledge of legislation relevant to independent advocacy, especially Mental Health (Care and Treatment) (Scotland) Act, Adults with Incapacity Act, Adult Support and Protection Act. [This knowledge is desirable but not essential for the post working mainly with people who receive a care or support service or who are in transition between services and settings].	<b>X</b>	

Knowledge of Independent Advocacy		<b>X</b>
Knowledge and understanding of and the ability to uphold the principles and standards of SIAA		<b>X</b>
Knowledge of statutory sector practices and systems		<b>X</b>
<b>Experience</b>		
Supporting and/or working with vulnerable people		<b>X</b>
Supervision and professional development of volunteers		<b>X</b>
Working in the Third Sector		<b>X</b>
Working with clients and external agencies	<b>X</b>	
Work or personal experience of a person with mental health problems, dementia or a learning disability		<b>X</b>
<b>Personal Qualities</b>		
Ability to work under pressure, managing conflicting deadlines and priorities	<b>X</b>	
Ability to deal with interruptions	<b>X</b>	
Ability to work flexibly and creatively	<b>X</b>	
Resilience and ability to carry out self-care	<b>X</b>	
Ability to review and reflect on personal practice	<b>X</b>	
Non-judgemental approach	<b>X</b>	