

## Job Profile



<b>Job title:</b>	Advocacy Worker	<b>Report to:</b>	Delivery Manager
<b>Location:</b>	The Advocacy Project Office	<b>Disclosure:</b>	PVG scheme
<b>Salary:</b>	£25,590 - £27,597	<b>Completed:</b>	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"> <li>• Manage workload and take responsibility for achieving person-centered casework outputs</li> <li>• Contribute to continuous improvement of casework processes</li> <li>• Contribute to team meetings and reflective</li> </ul>

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

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

## Relationships

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