



Person Specification: Acquired Brain Injury (ABI) Advocacy Worker

Job Title: ABI Advocacy Worker (part-time)
Location: Glasgow city centre/hybrid
Reports to: Operations Manager

EXPERIENCE

Essential:

Proven experience in advocacy or related support roles, ideally with individuals affected by neurological conditions, disabilities or similar challenges. This could be in paid or unpaid positions such as volunteering/informal roles.

Experience engaging with social services, welfare, housing, or community-based support, particularly with/on behalf of vulnerable or marginalised groups.

Desirable:

Experience in the charity sector, especially in roles involving advocacy, rights-based work, or support for individuals with disabilities or long-term conditions.

Experience of working with public sector agencies such as NHS Scotland, Social Work or local councils.

Familiarity with navigating the Scottish legal and social care systems, including understanding Scottish public services, benefits systems, and local support services for people with brain injuries.

Personal experience of directly supporting an ABI-experienced individual and/or their family/unpaid carer – either in a paid or unpaid role.

KNOWLEDGE

Essential

A general understanding of the challenges faced by those with disabilities and associated barriers in society, for example relating to accessing health and social care provision etc. Full training in professional advocacy and related legislation will be provided as well as ongoing support and development.

Desirable

Knowledge of the principles of advocacy, and the rights of individuals in Scotland under human rights law and disability law.

Awareness of available services and funding in West and Central Scotland, including Social Security Scotland, local authority social work services, and other relevant multi-sector organisations like the NHS and the Headway UK network.

SKILLS

Essential

Excellent communication skills, including the ability to advocate clearly and persuasively alongside those we support.

Ability to work effectively in a non-clinical setting, offering advice and support, but not providing medical or therapeutic services.

Strong organisational skills with the ability to manage multiple cases, set priorities, and meet deadlines.

A solutions-focused approach to problem-solving and the ability to adapt to changing needs of those we support

Desirable

Developed advocacy practice skills, gained in a paid or volunteered role.

Experience of using online case management systems.

PERSONAL ATTRIBUTES

Essential

Empathy and a patient, respectful and non-judgemental approach to supporting ABI-experienced individuals, recognising the complex nature of their needs and associated communication/functional challenges.

A strong commitment to promoting the rights of individuals, and empowering them to make informed decisions about their lives.

High standards of confidentiality and discretion when dealing with sensitive information.

QUALIFICATIONS

A relevant qualification in a related field such as social care, psychology etc would be an advantage but not essential. We greatly value the lived experience and the knowledge, skills and personal development drawn from this.

Previous training in professional advocacy (either in a paid or unpaid role), ABI awareness or trauma-informed principles would be beneficial.