



## **Role Description:      Acquired Brain Injury (ABI) Advocacy Worker**

Job Title:	ABI Advocacy Worker
Location:	Glasgow city centre/hybrid
Reports to:	Operations Manager
Salary:	£24,500 (pro-rata)
Hours:	Part-time – 3 days/week (0.6FTE) and 2 days/week (0.4FTE)
Contract:	Three years fixed term in first instance
Pension:	Workplace pension with 6% employer contribution
Annual Leave:	25 days/year annual leave (pro rata) plus public holidays (pro-rata)

### **The Organisation**

Headway Glasgow is Scotland's largest Acquired Brain Injury (ABI) specialist community support service of its kind. We offer open-ended, person-centred and multi-service support for ABI-experienced individuals and their families/unpaid carers, from one-to-one advocacy to a wide range of therapeutic groups. We cover a total of eight local authorities, with these posts specifically covering Glasgow City, North Lanarkshire, South Lanarkshire, West Dunbartonshire and East Dunbartonshire.

As Headway Glasgow celebrates its 25<sup>th</sup> Anniversary, we are formalising our long-standing one-to-one advocacy support into the Acquired Brain Injury Advocacy Service (ABIAS). We are extremely grateful to the National Lottery Community Fund for their vital funding and enablement of this. Headway Glasgow has a small team of paid staff, sessional workers and committed volunteers who all work hard to support around six hundred ABI-experienced people each year in an inclusive, positive, friendly, supportive and enthusiastic environment.

Similarly, Headway Glasgow prides itself on being an inclusive, positive, friendly and intrinsically rewarding place to work.

### **Purpose of the Role**

The Advocacy Worker will provide advocacy support to Acquired Brain Injury (ABI)-experienced individuals and their families/unpaid carers across a number of local authority areas in West and Central Scotland. The role focuses on empowering those we support to understand and assert their rights, navigate public services, and access social, welfare, and

legal support. This position does not involve providing clinical or interventions but instead advocates for the needs and aspirations of those we support within the context of Scottish social care, housing, education, and legal systems.

## Key Responsibilities

### 1. One-to-one Advocacy:

Provide advocacy to ABI-experienced individuals, their families/unpaid carers, ensuring their voice is heard and their rights are upheld, particularly in relation to accessing health and social services, welfare benefits, housing, education and employment.

Support ABI-experienced individuals and their families/unpaid carers in understanding their legal rights and options under relevant Scottish legislation, including the Adults with Incapacity (Scotland) Act 2000, the Social Security (Scotland) Act 2018, the Equality Act 2010 and the Adult Support and Protection (Scotland) Act 2007.

Advocate on behalf of those we support to promote access to appropriate services, ensuring a holistic and person-centred approach to their needs and wishes.

### 2. Case Management:

Prioritise and balance caseload demands and ensure the appropriate handling of referrals both individually and as part of the ABIAS team.

Develop and maintain case records for each case, ensuring all documentation is accurate, confidential, and compliant with data protection regulations.

Track and monitor the progress of each case, offering continuous support as cases evolve, and ensure timely follow-up for resolution of any issues.

### 3. Collaboration with Local Services:

Work closely in partnership with public services, including NHS services, social work departments, housing providers, and third-sector organisations, to ensure that those we supports have access to the services they are entitled to under Scottish law.

### 4. Training and Advocacy Awareness:

Promote awareness of Acquired Brain Injury-related rights and legislation, including application of related legislation within the context of Scottish health and social support systems.

### 5. Policy and Advocacy Development:

Contribute to the development of advocacy strategies that improve access to services for the ABI-experienced within the service areas covered by this role.

Stay informed of developments across the related Scottish landscape, including brain injury-related welfare reforms and evolving legislation.

#### 6. Reporting and Evaluation:

Collect data on advocacy outcomes and contribute to Headway Glasgow's monitoring and evaluation processes, ensuring that advocacy provision is both effective and compliant with Scottish regulatory standards.

Assist in preparing reports for funders and stakeholders, demonstrating the impact of the Acquired Brain Injury Advocacy Service (ABIAS).

### **Additional Information**

#### Safeguarding:

The postholder will be required to undergo a Protecting Vulnerable Groups (PVG) scheme check with Disclosure Scotland to ensure the safety of vulnerable individuals.

#### Flexible Working:

The role will offer hybrid working with regular meetings/work in Headway Glasgow's city centre offices along with suitable remote working.