Job Profile	THE ADVOCACY PROJECT

Job title:	Advocacy Worker	**Report to:**	Delivery Manager/Development Manager
Location:	The Advocacy Project Office	**Disclosure:**	PVG scheme
Salary:	Annual Increments Starting at: **Grade 5, Spinal Point 10 - £25,846** Rising to: **Grade 5, Spinal Point 13 - £27,873**	**Completed:**	April 2024

Job summary

The post holder will deliver person-led independent 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 and challenging 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 manage difficult conversations
- 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	• Manage workload and take responsibility for achieving person-centered outputs • Contribute to continuous improvement of casework processes • Contribute to team meetings and reflective practice development • Contribute to a positive environment that supports staff wellbeing
Service delivery	• 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 deliver positive outcomes • Establish appropriate boundaries and monitor progress • Practice reflectively and respond to people's individual needs and preferences
Deliver continuous improvement in performance	• 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 casework 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	• Take responsibility for your own learning and development • Support the management team in delivering the organisation's learning and development plan • Promote continuous improvement and learning in all your activities
Compliance	• Practice ethically and with integrity, taking account of the Code of Conduct, 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	• 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	• 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