

**Job Title:** Information & Advocacy Worker

**Responsible to:** Information & Advocacy Manager

**Location:** Royal Hospital for Children & Young People, Edinburgh

**Direct Reports:** 0

**Purpose of Job:**

To provide independent advocacy including information, emotional and practical support to families of children with complex needs with the Royal Hospital for Children & Young People.

**Main Duties:**

- Develop support programs tailored to each family's particular needs
- Ensure appropriate child protection and safeguarding processes are followed at all times.
- Conduct effective risk assessments of service users and their needs ahead of starting support.
- Liase with other agencies/partners/clinical teams to access best possible support for families (e.g. palliative care teams, social services, occupational therapy, schools)
- Manage own diary/case load of families and maintain thorough case notes on company database.
- Provide statistical and qualitative data (case studies) as required by manager.
- Participate in regular clinical and management supervision sessions.
- Participate in team meetings.

**Other duties**

- Contribute to the running of the charity including responding to general enquiries via telephone and email as required.
- Offering admin cover as required.
- Any other duties that are relevant to the post as requested by the management team.

## Person specification – Information & Advocacy Worker

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge	<ol style="list-style-type: none"> <li>1. Understanding and knowledge of Child &amp; Adult Protection Legislation</li> <li>2. Understanding of relevant policy and legislation: Children and Young People (Scotland) Act 2014, Children (Scotland) Act 199, Equality Act 2010 and UNCRC</li> </ol>	
Qualifications	<ol style="list-style-type: none"> <li>3. 4 x Higher grade A-C including English (or equivalent)</li> </ol>	<ol style="list-style-type: none"> <li>12. COSCA Counselling skills (or equivalent)</li> <li>13. SCQF Level 7 Advocacy Practice Award</li> </ol>
Skills and Abilities	<ol style="list-style-type: none"> <li>4. Excellent communication skills both written and oral</li> <li>5. Able to organise and prioritise own workload.</li> <li>6. Excellent IT skills including Word, Excel and databases.</li> <li>7. Strong empathy and listening skills</li> </ol>	

Experience	8. Delivering one to one support sessions	14. Parenting a child with additional and complex needs
Other	<p>9. An genuine desire to support those affected by disability</p> <p>10. Commitment to anti-discriminatory practice and inclusive services.</p> <p>11. Have the right to work in the UK</p>	