

## **VOLUNTEER ADVOCATE ROLE OUTLINE**

You will support people in your local community to have their views, wishes and feelings heard and to achieve their personal aspirations and goals. Within this role you'll support people with their issues or concerns and ultimately empower them to be able to resolve similar issues themselves in the future.

### **As an independent volunteer advocate you will help people to:**

- Engage with others so they feel involved and supported
- Participate so they don't feel left out, isolated or disempowered
- Feel included
- Get the support they need, when they need it, based on what matters to them
- Understand their options and choices
- Choose what they feel is best for them given all the relevant information
- Understand what services might be available to them and what they can expect from services
- Be fully involved when decisions are being made that affect them
- Feel in control and equal to those around them
- Make sure their rights and entitlements are understood and upheld
- Understand what's happening at meetings or appointments
- Say what matters to them in meetings or sit alongside them to give support
- Look at ways to make them feel safe if they have been or are at risk of being harmed

### **Key skills or knowledge of a Volunteer Advocate**

- Listening to people and hearing their wishes and aspirations
- Understanding of older people's issues
- Understanding carers issues
- Empathising with people
- Ability to empower people
- Patience and understanding of older people's situations
- Ability to plan a way forward with someone
- Ability to communicate clearly with others
- Ability to help people process information
- Ability to explain things in clear concise ways
- Lived experiences to draw on
- Positivity
- Good time keeping
- Ability to keep information confidential (as appropriate)

## **Key tasks for a volunteer advocate**

- Helping someone to understand the advocacy role at the start of the first meeting with them, including what you can and can't do
  - together towards achieving their desired outcomes
  - Exploring and researching options that are available to the person
  - Being there with someone if they need support at a meeting
  - Making phone calls, sending emails, helping to write letters or filling in forms
  - Providing the support agreed in the plan and reviewing regularly what progress is being made with the person being supported
  - Appropriately ending the support when all issues have been resolved and in agreement with the older person or carer
  - Attending meetings with your supervisor as agreed and updating regularly on the status of the support being provided including any concerns
  - Keeping records of your meetings and complying with data protection regulations, ensuring that our client information is kept confidential.
  - Adhering to the Group's values, policies, and procedures

## **Additional Information**

- An enhanced Disclosure and Barring Service (DBS) check will be required on all volunteer advocates
- Covid 19 vaccinations ( Both Vaccinations )
- Establishing appropriate ways of working to meet each person's needs