

JOB DESCRIPTION

Job Holder:	Signature:	Date:
Manager:	Signature:	Date:

JOB TITLE: Advocate

LOCATION: Office base Age UK Northumberland (The Roundhouse)
Hybrid working between home and office base depending upon the needs of the service

HOURS: 22.5 hours pro rata

CONTRACT: Initially 1-year fixed contract

SALARY: £27,000 pa pro rata

ACCOUNTABLE TO: Advocate Lead

**RESPONSIBLE FOR:
PURPOSE:** To deliver independent case advocacy for older people across Northumberland in line with funding requirements

MAIN DUTIES:

1. To provide independent case advocacy.
2. To promote and market the advocacy service, liaising with regional and national networks.
3. To help with the recruitment of volunteers to act as advocates when appropriate and provide appropriate support and supervision
4. To help identify potential funding opportunities in order to enhance and sustain the service.
5. To contribute to the development of systems and procedures as they apply to the advocacy service.

6. To monitor the work of the service and provide verbal and written reports within given timescales.
7. To assist the organisation to attain all Organisational Quality Standards including ISO and Age UK Charity Quality Standard.
8. To ensure good customer relations and customer experience are kept at all times.
9. To keep up to date with legislation, services and benefits, ensuring that clients are aware of local and national services, and are enabled to maximize their income and are aware of their rights.
10. To develop and maintain electronic records.
11. To ensure that all relevant monitoring and evaluation of service is carried out efficiently and comprehensively.
12. To undertake training as necessary.
13. To ensure that the organisation's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
14. To abide by all other policies and procedures of Age UK Northumberland.
15. To undertake any other duties as delegated.

PERSON SPECIFICATION

JOB TITLE: Advocate

	ESSENTIAL	DESIRABLE	ASSESSED BY
EDUCATION & TRAINING	Good basic education & IT skills.	Communications skills training National qualification in independent advocacy (Level 3 IAQ)	Application form
EXPERIENCE & KNOWLEDGE	A sound understanding of advocacy. Maintaining accurate case records Development and promotion of good relations with clients and external agencies	Experience of working in the voluntary sector and working with volunteers At least 2 years' experience of providing independent case advocacy A knowledge of older peoples issues Good understanding of the legislative issues which are relevant to advocacy. Understanding of different types of advocacy and ability to apply these to the role. Knowledge of the County of Northumberland	Application form, interview
SKILLS & ATTRIBUTES	Excellent verbal and written communication skills. The ability to set priorities and work to them while remaining responsive to events. The ability to communicate well and work sensitively with individuals, groups and organisations including those with mental health needs. The ability to work well within a team of staff. Patience and		Application form, interview

	understanding Discretion and ability to maintain confidentiality		
VALUES & ATTITUDES	Committed to equal opportunities practices To be honest, trustworthy and respect confidentiality To respect the rights of older people, freedom of choice, dignity and independence		Interview, references, probationary period
OTHER RELEVANT FACTORS	Ability to work using own initiative with a flexible approach. Holder of a current full driving licence and access to a car		Interview, references, probationary period