

## **Age UK Sunderland**

### **Job Description**

**Post:** Advocacy Co-ordinator  
**Responsible to:** Client Services Manager  
**Location:** Bradbury Centre, Stockton Road, Sunderland.

#### **Job Purpose**

To provide, develop and co-ordinate an effective advocacy service to older people throughout the City of Sunderland.

#### **Job Description**

##### **Specific responsibilities**

- To continue to develop the Advocacy Service, ensure it is client focussed and is delivered to the very highest standard
- To plan effectively to ensure continuous and seamless service to the older people served by the project
- To contribute to service delivery by undertaking a personal caseload
- To monitor and evaluate the project and provide written reports as required regarding progress of the service, quality and developmental issues
- To effectively publicise and promote the service at all levels
- To recruit, train and develop volunteers to act as advocates and provide appropriate support.
- To keep up to date on new developments in the relevant field of work, including attending conferences and meetings as necessary, and disseminating information to volunteers staff colleagues and line managers
- To liaise appropriately with external partners and agencies
- To act as a Safeguarding Alerter
- To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health & Safety Policy
- To undertake all reasonable tasks, in keeping with the level of responsibility of the post, as requested by the Director.

This post is subject to an enhanced CRB check.

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### **Person Specification**

**Post:** Advocacy Co-ordinator

**Responsible to:** Client Services Manager

**Location:** Bradbury Centre, Stockton Road, Sunderland.

#### **Knowledge and experience**

##### **Essential Criteria**

- Be a skilled, trained advocate with experience in the voluntary sector or multi-agency environment.
- Be able to provide effective support for older people with tact and diplomacy.
- Have a good standard of education
- Excellent verbal and written communication skills. Ability to communicate simply and effectively, orally and in writing, with people from a wide range of backgrounds and to respond to their needs with sensitivity.
- Experience of maintaining casework with the ability to follow set procedures concerning casework and file management.
- The ability to establish and develop effective network links with partner organisations, residential/nursing homes and individuals.
- Be IT literate with experience of word processing and excel.
- Ability to organise and manage own caseload and to work accurately under pressure; able to work independently and as part of a team.
- Have a sympathetic and caring approach and be able to empathise with older people and understand their needs and problems, especially those who may be vulnerable.
- Able to monitor and evaluate work and ensure targets are met.
- Have experience of working with and supporting volunteers.
- Be able to motivate, supervise and enthuse a team of volunteer advocates.
- Enthusiastic and positive disposition with a strong commitment to training and self-development.

- Be honest, reliable and trustworthy.
- Have a flexible approach to work and have the ability to work occasional evenings.
- Maintain confidentiality at all times.

### **Desirable Criteria**

- Possess a full clean driving licence and have access to a car for work, or be able to travel.
- Level 3 Diploma in Independent Advocacy (minimum)