

## Job Description

<b>Main Purpose of Job:</b>	To provide independent and confidential Advocacy to children, young people and vulnerable adults. To work with the Service Manager and Operations Manager to ensure services appropriately meet with specific contract specifications
<b>Accountable to:</b>	Senior Advocate/Project Co-ordinator according to the local/regional service
<b>Location:</b>	Home/ office based

### *Duties & Responsibilities*

- Enable the child, young person or vulnerable adult to make effective use of local authority policies or complaints procedures by providing information, support and advice.
- Have direct responsibility for a case load ensuring effective and timely case recording.
- Work to agreed outcomes with the child, young person or vulnerable adult promoting understanding of outcomes and available options.
- Work accountably using assertive communication to negotiate and manage potential conflict situations.
- Produce written reports with the purpose of ensuring the views of the child/adult are fully represented and given due consideration at relevant forums.
- Support the development and delivery of identified services according to the opportunities and service specification of the contract.
- Assist in the recruitment, selection and training of staff and volunteers as agreed with the Service Manager depending on local need and ability as appropriate.
- Support and participate in meetings in consultation with the Service Manager/Operations Manager and to support and participate in training events and any promotional work of NYAS.
- Contribute to the development of expertise within the organisation through effective individual and group supervisions and best practice meetings.
- Ensure a high standard of direct service delivery through the implementation of NYAS quality assurance bespoke systems and processes.
- Contribute to monitoring reports both internal and external ensuring these are to a professional standard by agreement with the line manager, ensuring all information is submitted within the required timescales.
- Liaise and maintain effective working relationships with all relevant agencies and stakeholders in accordance with the development strategy for the region and to inform the appropriate line/senior manager of all significant matters.

- Deliver case studies from services as requested by senior management.
- Partake in regular supervision, annual appraisal and development opportunities.
- Uphold NYAS values and behaviours.
- Adherence to NYAS policies and procedures at all times and in particular confidentiality and safeguarding policies.
- Keep up to date with changing policy and legislation in regard to children's services and NYAS' priority groups of children and young people. This may also extend to vulnerable adults.
- Be able to work some unsocial hours as required in line with the demands of the role
- Any other duties as reasonably required by NYAS.

## Person Specification

Qualifications		
<b>Either:</b>		
<ul style="list-style-type: none"> <li>A recognised professional qualification (e.g. social work, youth work, law, teaching) which evidences direct involvement with children and young people.</li> </ul>	E	A, D
<ul style="list-style-type: none"> <li>Introduction to Advocacy (Level 3) (6 credits)</li> </ul>	E	A, D
National Certificate in Independent Advocacy (4 units and specialist unit)	E	A, D
Experience and Knowledge		
Significant practice experience in delivering direct work to children, young people and vulnerable adults in a relevant setting, i.e., social care/health/education.	E	A, I
Knowledge of the legal and policy frameworks for vulnerable children and young people (and vulnerable adults) and how this applies to the role.	E	A, I
Experience and understanding of child/vulnerable adult safeguarding procedures.	E	A, I
Knowledge of issues, options and impact to the problems faced by children, young people and vulnerable adults with social care experience.	E	A, I
Possess a driving licence and have access to the regular use of a motor vehicle with the ability to travel widely according to the demands of the post, including to the NYAS main offices.	E	A, I, D

## Person Specification - Continued

Aptitude		
Ability to communicate effectively and to a high standard both orally and in writing, particularly with service users. This includes the importance of listening to children, young people and adults objectively.	E	A, I
Ability to maintain professionalism at all times.	E	A, I
Interview and training skills.	D	A, I
Excellent computer skills in a Microsoft Windows environment.	E	A, I
Commitment to the principles of equality, diversity and inclusion.	E	A, I

*E= Essential, D= Desirable*

*A= Assessment, I= Interview, D= Documentation, T= Test*

**All posts are subject to receipt of satisfactory references, Digital Risk Assessment and a satisfactory DBS enhanced disclosure check**