

Person Specification

ADVOCATE		
Factor	Essential/ Desirable	When Assessed Application form (AF) Interview (I) Skills Test (ST)
Qualifications		
IAQ qualified (including any relevant specialist unit) or be willing to study for and obtain within 12 months of commencing employment.	E	AF/I
Experience		
Previous experience of working as an advocate.	D	AF/I
Previous experience of working with people who lack capacity.	D	AF/I
Previous experience of working with a diverse range of vulnerable people with a wide variety of communication needs.	D	AF/I
Previous experience of working with people to ensure their rights and their voices are heard.	D	AF/I
Knowledge		
An understanding of principles of Advocacy.	E	I
An understanding of the statutory regulations and other key guidance covering a variety of Advocacy such as: Care Act, Mental Health Act, Mental Capacity Act, Advocacy Code of Practice, Advocacy Charter, and any relevant children's and human rights legislation.	D	I/ST
Skills and Abilities		
Ability to communicate clearly in writing, verbally and nonverbally, using a range of communication tools and methods.	E	AF/ST
Ability to facilitate the involvement of vulnerable people in the process they are going through.	E	I/ST
Ability to check, challenge and negotiate with people at all levels of seniority.	E	I/ST
IT skills – a working knowledge of Word, Excel, Outlook, databases, and other relevant technology.	E	ST

Ability to develop and maintain appropriate boundaried relationships, with an ability to represent the organisation externally and professionally, in a variety of settings.	E	I/ST
Strong administration skills including time management and organizational skills.	E	I/ST
Ability to recognise and report safeguarding concerns in a timely and appropriate way in line with VoiceAbility's guidance and statutory legislation.	E	I
Personal Qualities/Style/Motivation		
Self-aware with good emotional resilience. Be open to change in line with the needs of the service/organisation.	E	I/ST
Demonstrates an empathetic approach and good listening skills.	E	I/ST
Self-motivated with a commitment to continued personal development, learning and reflective practice.	E	AF/I/ST
Commitment to VoiceAbility's values such as: Passionate, Empowering, Collaborative, Honest, Resourceful	E	I
Additional Requirements		
Ability to travel across the service area to meet demands of the service. Some areas may include remote locations without easy access to public transport.	E	AF/I
Willing to undertake Enhanced level criminal records check (DBS) Children & Adults (inc Barred list).	E	AF/I