

Advocate

Education, training and qualifications

Requirement	E = Essential D = Desirable
GCSE or equivalent (including Maths and English)	E
Minimum NVQ level 3 or equivalent in Advocacy (if you don't currently have this you will need to commit to obtaining it during your employment with Real)	D

Previous experience

Requirement	E = Essential D = Desirable
Experience of working with disabled people, ideally with a range of impairment types	E
Experience of record keeping	D
Experience of working with people from different backgrounds in an engaging way which responds to their lived experience	D
Experience of contributing to monitoring and evaluation reports	D
Experience of balancing multiple activities, and working as part of a team, to ensure excellent project deliverables	D
Experience working in the advocacy sector, providing one-to-one advocacy support in accordance with recognised quality assurance standards (such as QPM)	D
Experience of supporting volunteers	D

Skills and abilities

Requirement	E = Essential D = Desirable
Excellent communication and interpersonal skills, with an ability to flex your style to the needs of different audiences, including: <ul style="list-style-type: none">meeting disabled people's access needs; andworking appropriately with different stakeholders	E
The ability to demonstrate credibility and empathy with disabled people and their life experience, and ensure they have confidence in you and our projects	E
The ability to appropriately respond in situations of conflict or heightened anxiety in others	E
Ability to use computer technology effectively (and in particular Microsoft Outlook, Word and Excel)	E

To be numerate and able to manage data	E
Well organised and able to plan and prioritise your work effectively, escalating as appropriate	E
Ability to support and develop volunteers	D
Reliable and flexible approach to work, including working at different locations, and the ability to work weekends or evenings as required	D
The ability to speak fluently and write (where applicable) a community language commonly spoken in Tower Hamlets	Highly D

Knowledge

Requirement	E = Essential D = Desirable
Knowledge and understanding of the issues affecting disabled people of all impairment types, and how their lives are impacted as a result	E
A thorough understanding of and strong commitment to the social model of disability	E
A good understanding of, or how to research around, relevant legislation such as the Equality Act 2010, Care Act, and other guidance on topics such as housing, health, finances, benefits, leisure, employment, education, family issues and transport	D
A sound knowledge of issues and procedures around client confidentiality and safeguarding procedures	D
A connection or familiarity with the area of Tower Hamlets and of local issues	D
Understanding or experience of using qualitative and quantitative research methods	D