



Job Description

Job title:	Peer Advocate
Department:	Crisis Skylight Birmingham
Reporting to:	Health Advocacy Coordinator
Salary:	£16,102 pro rata (£26,836 FTE) per annum.
Hours:	21 hours per week
Location:	Based in Birmingham (including outreach covering local health and homelessness services)
Contract type:	Permanent

Aim and influence

- Support people experiencing homelessness to review their health needs and access healthcare. You will support clients to register with health services, book and attend appointments. You will also support clients to communicate with health professionals, ensuring their needs and wishes are understood.
- Provide support for peer advocate volunteers; standing in for volunteers when they are unavailable and modelling best practice to new volunteers.

Other key details

- The post is available to anyone who has lived experience of homelessness and has accessed other homelessness services.
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required



Organisational chart

Please note structure is subject to change

Job responsibilities

Principle Accountabilities

Client Support

Provide health advocacy to clients experiencing homelessness. This includes supporting clients to monitor their health needs, register with appropriate services, attend appointments and communicate with health professionals.

Escalate any concerns to the Health Advocacy Coordinator.

Project Support

Support with the recruitment and induction of volunteers by taking part in interview panels and letting new volunteers shadow you.

From time to time accompany volunteers on their advocacy appointments to build confidence and model best practice.

Respond to referrals into the Homeless Health Peer Advocacy service, liaising with clients and volunteers to carry out initial assessments.

Update client records using the Bluedoor database.

Organise own work, in line with established practices using systems and processes provided.

Working relationships

Maintain and develop relationships with internal and external stakeholders of the Homeless Health Peer Advocacy Service.

Work collaboratively and share learning with other colleagues and volunteers.

Bring potential new information, or potential new relationships to the attention of the Health Advocacy Coordinator.

Deliver presentations to external stakeholders alongside volunteers and colleagues.

Project Development

Contribute towards and show initiative in the continuing development of the service. Work collaboratively with the Health Advocacy Coordinator to find more effective processes and methods.

Person Specification

Essential

1. Personal experience of homelessness and use of support services. (Applications will not be shortlisted if they do not meet this point. Please note this only includes personal experience of having been homeless and does not include working in the homelessness sector or having friends or family members who have been homeless).
2. Understanding of the challenges to accessing healthcare faced by people who are experiencing homelessness.
3. Good interpersonal and verbal communication skills
4. The ability to form professional relationships with peer volunteers and Homeless Health Peer Advocacy clients and follow relevant guidance such as professional boundaries and safeguarding procedures
5. Ability to work in a team, take direction from a supervisor and be able to work independently at times
6. Good level of literacy, numeracy and IT skills and a willingness to develop with support as required for the role
7. Ability to be non-judgemental and to show empathy and compassion
8. Ability to work in an environment that requires confidentiality
9. Knowledge of and ability to comply with safeguarding procedures
10. Commitment to Crisis' purpose and values including equality and social inclusion

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk. It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.