**Volunteer Community Advocate**

Would you like to support patients and people accessing health and social care services across Lancashire to have the best experience possible?

**Yes !**

Then our Volunteer Community Advocacy opportunities may be right for you !

**You could make a difference by …**

Supporting individuals to express their views, enabling them to promote self-advocacy and empowerment and to make informed decisions and get their views heard in matters relating to health and social care issues.

**You could be part of a team that offers …**

* Support people with a variety of health and social care related issues including but not limited to; accessing mental health services, accessing GP appointments, other health related appointments and accessing social care services
* Supporting with making a complaint regarding NHS and social care etc. which can involve keeping a record of discussions, supporting with letter writing, making telephone calls, and gaining relevant information to enable people to make informed choices
* To accompany our paid Independent Advocates for client visits and appointments
* Support to our ‘pop-up’ advocacy outreach provision and raise awareness of our service in the community
* To co-facilitate awareness sessions in the community
* Support to individuals and make them aware of their rights to statutory advocacy

**Who are we looking for?**

We are looking for reliable, compassionate, caring, respectful and understanding people who are good communicators to join our volunteer team.

As a volunteer, you will make a real difference and support people to express their views, enabling them to promote self-advocacy and empowerment and to make informed decisions and get their views heard in matters relating to health and social care issues.

You don't need to be an advocacy expert; empathy matters more than academic qualifications or experience and we are keen to hear from people of all ages and walks of life.

**All we ask is that you are keen and able to …**

* Complete and submit relevant paperwork and forms
* Keep up to date with relevant legislation
* Attend quarterly supervisions and volunteer meetings with your volunteer manager
* Attend necessary internal and external training sourced and provided by Advocacy Focus
* Be computer literate and have access to emails and Microsoft Teams on a device
* Adhere to our volunteer policies and procedures
* Maintain strict confidentiality
* To commit to 3 or 4 hours a week for a minimum of 6 months
* Travel using public transport or your own vehicle for which you should have a full UK driving licence
* Be vaccinated against Covid 19 in line with government guidance

**What you will receive in return …**

* Training
* An opportunity to develop your skills and experience in the health and social care sector
* Support and encouragement from our volunteer management team
* Out of pocket expenses
* Testimonials or a reference to support your career progression
* And most of all … a rewarding experience

**OUR VALUES**

**Quality:** We deliver high **quality** advocacy - we have over 20 years' experience of providing expert, person-led advocacy.

**People:** We put **people** at the heart of everything we do and want to enable them to make positive change in their lives.

**Respectful:** We are a **respectful** team - we treat everyone equally and make sure everyone feels valued, respected and listened to.

**Trust:** You can **trust** us and know that we will keep your information confidential and safe.

**Independent:** We are **independent** of councils and health services and we are on your side.

**Learning:**  We never stop **learning** - we learn from the people we support, our partners and each other.