**Advocacy Coordinator**

Length of contract: 12 months fixed term – maternity cover (subject to continuation of funding)

**Salary:** £20,904 - £24,982 pro-rata (dependent on experience)

**Based at:** Accrington/ Hybrid Working

**Reporting to:** Referral and Triage Manager

**Hours:** 37 hours

**Our Mission**

We help people to achieve the outcomes that matter to them in their lives, by providing high quality advocacy

**Purpose of role**

Advocacy Focus is looking to recruit an Advocacy Coordinator to provide support to a variety of service users by phone, email and via our website. Reporting to the Referral and Triage Manager, the successful candidate will take a lead in triaging advocacy referrals from professionals and clients; maintain electronic systems through data inputting and provide advocacy administrative support to the team. The successful candidate will also possess first-rate computer skills, excellent communication and interpersonal skills and customer service experience. An ability to communicate with service users with empathy and understanding is essential, as is the ability to communicate with a range of professionals and clients. They should also possess the skills and experience necessary to input data with a high degree of accuracy.

**Key tasks**

**Acting as Advocacy Coordinator you will provide service excellence by:**

* Providing support to all areas within the business;
* Providing reception facilities for the organisation including answering the phone, dealing with enquiries and ensuring messages/referrals are dealt with appropriately;
* Acting as the first point of contact for Advocates, Managers and SLT through to Clients
* Actively seek ways to promote Advocacy Focus during Liaisons and Spot Purchase;
* Liaising with Clients utilising various methods:
* Telephone
* Email
* Face – Face
* Writing
* Surveys
* Ask an Advocate online based - (CHATTRA)

**Provide efficient service using correct procedures and documentation:**

* DoLS referrals, ensuring information provided to IA is detailed including challenges;
* Having the ability to prioritise cases prior to handed to teams/Managers;

**Supporting team members to achieve a common goal:**

* Ensuring the daily Duty Advocate is supported with any queries;
* Producing Team/Manager Rotas to ensure cover levels are maintained;
* Managing Outlook calendars for teams, making contact and re-arranging times/date;
* Advising teams of travel disruption and general business updates;
* Providing support to team and managers with focus groups/drop-ins;
* Working as a member of the Advocacy Focus team; attending meetings and training as necessary;
* Attending regular supervision/appraisal sessions with your Line Manager;
* Representing Advocacy Focus meetings as required and providing feedback to the team;
* Be available to work occasionally in the evening and weekend as required.
* Working within all Advocacy Focus policies and procedures;
* Being responsible for identifying areas of own personal development; and
* Supporting and assisting other staff members in a sensitive and appropriate manner.

**Completion of paperwork to ensure the smooth running of Advocacy Focus:**

* Managing allocation of caseload and adding data to the “Allocation list”;
* Data inputting onto spread sheet of Spot Purchase hours for finance to invoice;
* Maintaining databases including accurate inputting of referrals,
* Ensuring cases are closed correctly and take appropriate actions if they aren’t

**Ensure a healthy working environment is maintained:**

* Work professionally in a sensitive and confidential manner when dealing with service users or professional partners;
* Undertaking duties in line with safeguarding and data protection principles (GDPR);
* Working within operational policies and procedures; ensure services provided are delivered to a high standard.

**Benefits**

* **Personal Private Healthcare Plan** - A private healthcare plan for you and members of your family with money towards dentistry, glasses, private consultations and more.
* **Mental Health Support** - Free counselling and therapy support. 75% of our staff feel confident disclosing their mental health at work and we are keen to hear from anyone with lived experience of mental ill health.
* **Holidays** - 25 plus bank holidays and birthday day off.
* **Career Development and Progression** - We have award winning internal and external training packages. Most of our staff are trained in Mental Health First Aid and receive regular training, supervision and development. As a small charity, you have a real opportunity to make a name for yourself and develop your skills.
* **Wellbeing Days and Team Huddles** - We have regular meet ups where we focus on personal development and wellbeing.
* **Award Winning Workplace** - We recently came second out of 114 national organisations for our workplace wellbeing, culture and support procedures.

**Person Specification – What we need from you**

This section outlines the things we need from an Advocacy Coordinator. You will see you don’t always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

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| **Education and training** |
| **Essential**  | **Desirable**  |
| Grade C or above in English and Maths (or equivalent) | NVQ Qualification in Business Administration |
| Computer literate, including word processing skills, sound keyboard skills and knowledge of MS Word/ MS office applications, use of MS Teams, Zoom and other virtual platforms. | Experience/ knowledge of local and national safeguarding policies and practice. |
| **Achievements, experience, skills & abilities** |
| **Essential**  | **Desirable**  |
| Excellent telephone manner and customer service skills | Experience of dealing with distressed clients with complex needs |
| Experience of dealing with service users and enquiries from professionals | An understanding of human rights, safeguarding and mental health. |
| Ability to input and maintain electronic data/files with high levels of accuracy | Experience of dealing with complex professional enquiries |
| An ability to prioritise and work under pressure | Knowledge of local area and local service provision. |
| Excellent standard of written and verbal English | A commitment to personal development and training |
| Excellent communication and interpersonal skills | Experience of advocating for others in a paid or voluntary capacity. |
| Strong organisational and time management skills | Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice. |
| A sound understanding of confidentiality requirements within a health and social care workplace |  |
| Ability to listen to and engage with people from diverse backgrounds, both face to face and over the telephone. |  |
| Ability to display empathy in a range of situations and deal effectively with conflict situations. |  |
| Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences. |  |
| Ability to be flexible and open to new challenges, ideas and experiences.  |  |
| **Key Competencies** |
| The key competencies for this role include the following areas that you need to be able to meet.**It’s all about you** * Self-awareness and awareness of others responses to your actions.
* Open to learning from others and willing to share knowledge and experiences.
* Show high standards of personal and professional behaviour.
* Take appropriate action if ethics and values are compromised.

**Working with others** * Help others to play an active role taking into account a person’s whole life, including physical, mental, cultural emotional and spiritual needs.

**Managing services** * Gather feedback from people who use the service or colleagues you support to help develop team and personal plans.
* Actively contribute to discussions about how to improve performance and service.

**Improving service** * Use systematic ways of managing and minimising risk in all that you do.
* Continually look for improvement in what we do by talking to those you support and people around you.

**Setting direction*** Influence others by sharing your perspective and knowledge, including influencing key decision makers.
* Help other people to gain influence over things that impact them directly.
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