**Advocacy Coordinator**

Length of contract: Permanent (subject to continuation of funding)

**Salary:** £22,174 - £25,981 (dependent on experience) pro-rata

**Based at:** Monday & Tuesday – Altham Head Office (BB5 5BY)

Wednesday morning from your home address

**Reporting to:** Referral & Triage Manager

**Hours:** 18.5 hours per week, working Monday, Tuesday and Wednesday morning.

Please note that there may be an option to work more flexibly following your probation period.

**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
* 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;

**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;
* 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 in 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.

**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. |  |