

Advocacy Coordinator

Length of contract:	Permanent (subject to the continuation of funding)
Salary:	£23,492 per annum (pro-rata for part-time)
Hours:	18.5 hours per week working: Monday - 7.5 hours Wednesday - 7.5 hours Thursday - 3.5 hours in the morning
Based at:	Altham Head Office (BB5 5BY) for the first 3-6 months of employment for training purposes. This will be reviewed after 3 months where the option to work in a more hybrid way may become available to you.
Reporting to:	Referral & Triage Manager

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 seeking an Advocacy Coordinator to support a wide range of people we support through phone, email, and our website. Reporting to the Referral and Triage Manager, you will be the first point of contact for referrals from professionals and clients, manage electronic systems and data, and provide essential administrative support to the advocacy team.

This role requires excellent communication and interpersonal skills, strong IT ability, and great attention to detail. You will need to engage with the people we support with empathy and understanding, while also working confidently with professionals and colleagues. Accuracy, organisation, and a customer-focused approach are key to success in this role.

Key tasks

Deliver excellent service by:

- Acting as the first point of contact for clients, advocates, managers, and the senior leadership team.
- Managing duties including answering calls, responding to enquiries, and directing messages/ referrals appropriately.
- Supporting all areas of the organisation with advocacy administration.
- Promoting Advocacy Focus and the services we provide.
- Communicating with clients in a variety of ways:
 - Telephone
 - Email
 - Face-to-face
 - Written correspondence
 - Online chat (Ask an Advocate – CHATTRA)
 - Surveys

Provide efficient service and administration by:

- Handling DoLS referrals and ensuring accurate information is passed to Independent Advocates.
- Managing referral databases, inputting data accurately, and ensuring cases are opened and closed properly.
- Tracking spot purchase hours and preparing data for finance invoicing.
- Allocating cases and maintaining the "Allocation List."

Support the advocacy team by:

- Assisting the Duty Advocate with daily queries.
- Producing team and manager rotas to ensure appropriate cover.
- Managing team Outlook calendars, re-arranging meetings where needed.
- Updating teams on travel disruption and business-wide communications.
- Attending team meetings, supervision, training, and representing Advocacy Focus at external meetings when required.

Contribute to a positive working environment by:

- Acting with professionalism, confidentiality, and sensitivity when dealing with people we support and professionals.
- Working within safeguarding and data protection (GDPR) principles.
- Following all Advocacy Focus policies and procedures.
- Identifying your own development needs and supporting colleagues in a respectful and constructive way.

Person Specification – What we need from you

We are looking for someone who not only has the skills but also the right values to succeed in this role.

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.	