**Parent Support Advocate**

**Person Specification**

**Qualifications**

**Essential:**

* Good general standard of education

**Desirable:**

* Advocacy qualification

**Experience**

**Essential:**

* Experience of working within an advocacy related role
* Experience of working with adults who lack capacity
* Experience of working with a wide range of people with complex issues
* Experience of working with vulnerable and disadvantaged adults
* Experience of working in an outcomes focussed role
* Experience of recording, monitoring and evaluating service delivery using computer based systems
* Working within and contributing to a team

**Desirable:**

* Experience of working across a range of advocacy services
* Experience of working in a direct advocacy or related role
* Experience of working within a children’s services related role
* Experience of networking and liaising with a range of individuals and organisations in both the voluntary and statutory sector

**Skills**

**Essential:**

* Maintaining boundaries and ensuring clarity and understanding of the advocacy role
* Excellent communication and interpersonal skills
* Representation and negotiation on behalf of individuals
* Research and information gathering
* Able to build effective working relationships
* Able to work on own initiative and manage own time
* Assessment of individuals and their needs
* Monitoring and evaluation of the effectiveness of service provided
* Working in an empowering and pro-active way
* Able to write and present case notes and reports
* Able to use Microsoft office and bespoke database systems to a confident level

**Desirable:**

* Able to use a range of communication methods to meet the varying needs of service users

**Knoweldge**

**Essential:**

* Understanding and knowledge of legislation surrounding children and families
* Understanding and knowledge of the role and principles of advocacy
* Non instructed advocacy approaches
* Social and health care systems and processes
* Issues affecting the lives of vulnerable and disadvantaged adults
* Issues relating to empowerment and disempowerment
* Equal Opportunities and Diversity

**Desirable:**

* Local and national organisations and services relevant to service users
* Accessible communication methods
* A working knowledge of relevant legislation including Disability Discrimination Act, Data Protection

**Other Requirements:**

* This role will involve working in many different locations, and will require you to travel across the county extensively including isolated rural areas. The ability and means to travel independently within Worcestershire and occasionally Herefordshire is essential
* Some flexibility required as there may be very occasional evening or weekend work

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**