**Job Description and Personal Specification**

# POST TITLE: Independent Advocacy Worker

SALARY: £14,470 per year / £16,882 per year (FTE £28,137)

HOURS: 1 x 18 hours per week/ 1 x 21 hours per week

DURATION: Fixed term until 31st March 2027

ANNUAL LEAVE: 26 days plus 12 Public Holidays and a half-day Christmas Shopping (prorated for part-time work)

PENSION: Generous Auto Enrolment Pension Scheme (Employer 9.4% & Employees 5%)

# REPORTS TO: Advocacy Co-ordinator

LOCATION: Based at the AIA office (option for hybrid working), with travel throughout Angus and Tayside. Please note AIA will move from out current office base at 69 High St, Arbroath to Voluntary Action Angus, The Cross Forfar from September 2025.

## Qualification and job purpose

The post's primary purpose is to provide independent advocacy support to people experiencing barriers to having their voices heard and their views considered because of disability, illness, or other life circumstances.

The post will provide rights-based advocacy in accordance with the [Principles, Standards, and Codes of Best Practice for Independent Advocacy.](https://www.siaa.org.uk/wp-content/uploads/2021/02/SIAA-Principles-Final-2nd-print-run-with-ISBN.pdf) It is classed as [Regulated Work](https://www.mygov.scot/pvg-scheme/types-of-work-covered-by-pvg/) and requires the successful candidate to apply for membership of the PVG Scheme.

**Values**

AIA requires that every staff member be committed to promoting human rights and the values of inclusion, social justice, and equality of opportunity. AIA expects all staff members to hold the ethos and principles of independent advocacy central to their work practice.

**Main Tasks**

* Deliver person-centred independent advocacy, ensuring that the highest standards are maintained and evidenced as appropriate.
* Work within the [*Principles, Standards & Code of Best Practice for Independent Advocacy*](https://www.iapk.org.uk/policy-and-research/) (SIAA 2019).
* Be a self-starter, working to clearly defined objectives and specified targets, and be familiar with work planning and effective time management.
* Understand teamwork and the ability to work amicably and professionally with colleagues.
* Work within clear codes of confidentiality.
* Develop and maintain good relationships with relevant stakeholders
* Maintain accurate and up-to-date written information and records.
* Maintain service statistics as performance indicators and use them to help identify service deficits, unmet needs, and user satisfaction levels.
* Function at a high level of IT proficiency.
* Participate in relevant internal meetings
* Provide written reports and service delivery information as required
* Publicise, promote and raise awareness of AIA as required
* Keep up to date with current developments, legislation and research
* Report regularly to and receive ongoing support and supervision from the Advocacy Co-ordinator
* Undertake any other duties as reasonably requested by AIA

**Self-management**

* Take responsibility for implementing AIA policies, procedures, and protocols.
* Develop resilience strategies.
* Take responsibility for personal safety in and out of the office according to AIA’s procedures.
* Always present a positive image of Independent Advocacy and AIA.
* Critically reflect on practice.
* Take ownership of own learning and development.
* Work within the ethos and values of the organisation.

# Training, support & supervision

# The Advocacy Coordinator will provide ongoing support. The post holder will identify their own learning needs and participate in identified learning opportunities when required.

**Other duties**

This job description is a broad picture of the post at the presentation date. It is not an exhaustive list of possible duties, and it is recognised that posts change and evolve. Consequently, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level necessary to fulfil the purpose of the post.

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| **CATEGORY** | **ESSENTIAL** | **DESIRABLE** | **Assessment**  **Criteria** |
| **EXPERIENCE AND UNDERSTANDING** | * Experience of working alongside people who face barriers and discrimination through disability, illness or life circumstances. * Experience of delivering Independent Advocacy in a variety of settings/circumstances including through statutory processes * Demonstrable understanding of the Principles, Standards, & Code of Best Practice of Independent Advocacy * Experience of multi-agency networking with voluntary and statutory services * A clear understanding of the importance of confidentiality * Knowledge and understanding of legislation that may affect those accessing advocacy support in particular:  1. Mental Health (Care & Treatment) (Scotland) Act 2003 2. Adults with Incapacity (Scotland) Act 2000 3. Adult Support & Protection (Scotland) Act 2007 | Knowledge and understanding of additional legislation that may affect those accessing advocacy support:   * Carers (Scotland) Act 2016 * The Children and Young People (Scotland) Act 2014 * Education (Additional Support for Learning) (Scotland) Act 2004 * The United Nations Convention on the Rights of the Child, namely Article 12   Experience through specific statutory processes, including:   * Mental Health Tribunals * Adult Support and Protection * Child Protection and Children’s Hearing systems | Internal Application and Interview |
| **GENERAL SKILLS** | * Excellent IT skills, notably Microsoft 365. * Ability to work with a cloud-based case management system to maintain accurate and up-to-date written information and records. * Highly motivated, enthusiastic and flexible to demonstrate a positive commitment to the values of AIA |  | Internal Application and Interview |
| **EDUCATION AND QUALIFICATIONS** | * Good overall higher education * Current Driving Licence and sole use of a car | Relevant qualification – e.g. social care, counselling, CLD | Internal Application |
| **INTERPERSONAL SKILLS** | * Effective communication, including excellent listening skills * Ability to work in a team * Sensitivity/empathy to the needs of others * Ability to prioritise and demonstrate good time management * Ability to liaise with professionals at all levels in an appropriate manner * Ability to work with a diverse range of people, including those who experience barriers to engagement or communication * Ability to take a proactive approach to dealing with professional and personal challenges appropriately * Listening Skills * Non-Discriminatory and Non-Judgemental attitude |  | Internal Application and Interview |
| As this post is considered a **Regulated Role,** the successful candidate must apply for PVG Scheme Membership. AIA will cover the cost of the application. | | | |