

SANDWELL ADVOCACY

Job Description

Job Title: Project Officer (Voices and Choices Project).

Responsible to: The Project Co-ordinator.

Aims of Post:

- To develop and promote advocacy services for older people with long-term health conditions.
- To recruit, train and support a team of volunteer advocates.
- To enable older people to receive appropriate information and support at critical times, to empower them to make informed choices and to live in the way they choose.
- To enable older people to have a voice in decision making processes and to make informed choices about their health, care and accommodation options.

Duties:

1. To develop the provision of a flexible and inclusive confidential advocacy service for older people wishing to remain independent in their own homes or who are at the point of transition to nursing, residential or extra care provision.
2. To proactively target and engage with vulnerable older people, both individually and collectively, to ensure that advocacy support is available where it is required.
3. To ensure that older people who need advocacy are supported and have access to advocacy in a form appropriate to their needs.
4. To recruit, train and support volunteer advocates and matching advocates with older people accessing our service.
5. To work within an empowering framework to ensure that marginalised individuals are included and listened to and take an active role in decision-making and life choices at all levels within settings that impact on their lives.
6. To design, deliver and develop appropriate training and awareness programmes for potential and existing volunteer advocates.
7. To appropriately match users with volunteer advocates, and support the development of that partnership.
8. To provide ongoing support to volunteer advocates either individually or in group settings.

9. To follow up referrals, to make an assessment of need for advocacy support and to plan and allocate a suitable volunteer advocate.
10. To act as an issue-based/independent advocate when required.
11. To promote and publicise the project widely within Sandwell amongst providers of relevant services as well as potential volunteer advocates.
12. To develop links, networks and partnerships within the voluntary, community and statutory sector and implement an accessible and responsive referral process.
13. To work with providers of nursing and residential settings to develop an advocacy kite mark that will provide recognition that care providers are 'advocacy friendly' against set standards such as staff training, knowledge of advocacy services locally, displaying information relating to local advocacy provision and evidence of referral into advocacy services etc.
14. To contribute to the identification of gaps in service provision, new opportunities and the implementation of new initiatives.
15. To handle complaints and comments in line with organisational policy.
16. To work independently and as part of the staff team.
17. To make frequent and effective use of personal supervision and to make use of training opportunities as appropriate.
18. To ensure the implementation of equal opportunities in all aspects of the work, and carry out all duties in an anti-discriminatory manner, and where necessary challenge oppressive behaviour and practices.
19. To work within the accepted policies of the organisation, paying particular attention to the duty of confidentiality, and responsibility for your own Health and Safety and that of others.
20. To produce reports, project statistics and other data as required
21. To participate in other relevant activities and duties which are consistent with the overall role of the post as required by your line manager.