**VOCAS Volunteer Advocate**

**Role Description and Purpose**

To support the VOCAS team in the delivery and promotion of a diverse, inclusive and client led independent advocacy service

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**Responsible to: Volunteer Support Co-ordinator**

**Location: Bristol/North Somerset/Bath/ South Gloucestershire/ Somerset**

**This post is subject to satisfactory references and DBS check**

## Main Duties and Responsibilities

* Work alongside clients, in the community to enable their individual issues to be represented.
* To support clients to articulate their own views wherever possible, or speak on clients’ behalf and represent them where requested or where appropriate.
* Promote the rights, equality, diversity and needs of our clients by ensuring they are respected and valued as individuals.
* Ensure that clients have access to information about services that is presented in an appropriate manner for their individual needs.
* Promote self-advocacy where appropriate as a strategy to build confidence and independence for service users, encouraging them to play a fuller role in the community.
* In consultation with the line manager, network with other agencies in order to maintain effective communication and joint working for the benefit of Swan Advocacy clients.
* Using the Swan Advocacy database, ensure accurate collection of data and data recording of all client meetings, travel time, and associated activities.

## Organisational/Personal Responsibilities

* To undertake Introduction to Advocacy taught session.
* To participate in relevant on-going training to keep up to date with services, procedures, guidelines and legislation that affect the organisation and the clients who need the services.
* To take individual responsibility to alert the organisation to health and safety matters, and general organisational needs and issues.
* To attend regular team meetings/ briefings.
* To attend regular supervision as outlined in organisational policy.

**Skills/Qualities needed**

* Excellent communication skills, both verbal and written.
* Excellent organisational skills.
* Empathy towards victims of crime and anti-social behaviour.
* Positive attitude towards disability, equality issues or social status.
* Professional approach.
* Ability to work as part of a team.