

# **Vision & Hearing** SUPPORT

## **Advocate**

# **Vision and Hearing Support (Application Pack)**

# About Us

## Our Vision

A vision and hearing loss community that is **informed, empowered** and **resilient**.

## Our Mission

1. **Empower** our community by giving them the tools they need to live independently and make positive decisions.
2. Help our community overcome adversity by increasing **resilience** and wellbeing.
3. Ensure our community are **informed** by providing first class information, advice and guidance.
4. **Influence** positive change locally, regionally and nationally for our community through strong stakeholder and relationship management.

## Our Values

### **Supportive**

We respond and adapt to the needs of the Vision and Hearing loss community. We respect and value all our community equally. We are committed to working together to achieve shared goals.

### **Trustworthy**

We are accountable. We are open and honest in our approach. We are reliable, act with integrity and do what it takes to support those in need.

### **Caring**

We are friendly and warm. We take time to listen and promote inclusivity. We treat everyone with dignity and respect.

### **Professional**

We are passionate and strive to be the best. We actively seek new ideas and innovation to bring about positive change. We rely on evidence to make our decisions. We challenge ourselves to be bold and resourceful. We are determined in the face of adversity.

## **Advocate**

Vision and Hearing Support delivers a range of activities and services to support those living with sensory impairment in Gateshead and South Tyneside.

The Advocate will focus on supporting people to have their voices heard and their rights and choices respected. The role will provide information and support to enable people to access timely advocacy support that helps them understand information and processes; explore options and choices and tell others what is important to them.

The Advocate will work across Gateshead and South Tyneside and collaboratively with other staff across the Vision and Hearing Support team to enable us to meet organisational outcomes and ensure clients are able to access and benefit from the support the whole organisation can offer.

### **How to apply**

If you are interested in this role please Email your CV and a supporting statement, of no more than 500 words, that highlights why you have the skills, knowledge and experience to be successful in this post.

**Email:** [carol.mcallister@visionandhearingsupport.org.uk](mailto:carol.mcallister@visionandhearingsupport.org.uk)

(Please ensure you include the Job title within the subject heading)

**Closing date: 9:00 am Monday 18<sup>th</sup> March 2024**

## **JOB DESCRIPTION**

|                         |                          |
|-------------------------|--------------------------|
| <b>Job Title:</b>       | Advocate                 |
| <b>Responsible to:</b>  | Operations Manager       |
| <b>Responsible for:</b> | None                     |
| <b>Location:</b>        | Gateshead/South Tyneside |
| <b>Hours:</b>           | 35 per week              |
| <b>Salary:</b>          | £25,000 pa               |

### **Function**

Through a range of services, Vision and Hearing Support focus on supporting clients to have their voices heard and their rights and choices respected. The Advocacy service will achieve this mainly through case Advocacy, however there may also be the opportunity, on occasion, to support with Care Act advocacy. The service will provide information and support to enable clients and their referrers to access timely advocacy.

### **Main Tasks**

- To support clients to understand their rights and choices and explore options available to them.
- To work side by side with clients, always being on their side, whilst creating positive relationships.
- To challenge and raise complaint, where necessary, alongside the client being supported.
- To work with professionals from different disciplines from Health and Social care to third sector organisations.
- To manage and maintain a caseload, ensuring client files are monitored and updated, and clients are regularly informed of actions taken on their behalf.
- To keep up to date with relevant legislative changes and documentation, and the implications such changes may have for clients.

### **Evaluation and Reporting**

1. To provide monthly performance reports to the Operations Manager.

2. To record outcomes and outputs on a regular basis through Charity Log and produce case studies and information for publicity materials.
3. To continuously review progress and adapt delivery approaches to ensure the project's success.
4. To collaborate with the Project Evaluators through the lifetime of the project, contributing and responding to the findings of the evaluations.

### **General Activity**

5. To liaise with, promote, support and refer clients into VHS's range of services and signpost to other relevant services as appropriate.
6. To reinforce agreed actions and good practice with VHS staff and others who support clients.
7. To ensure all client information is accurately captured and maintained in line with GDPR.
8. To promote VHS services in conjunction with the VHS business plan.
9. Attend team meetings and training relevant to the post, and statutory requirements.
10. Provide information, advice and guidance to ensure that people continue to be supported throughout their vision and / or hearing loss / long term conditions journey.
11. To represent the organisation effectively to external organisations and to participate as required in local, regional and national events.
12. To work as an effective member of the VHS team, contributing to all aspects of development, innovation and engagement, as may reasonably be required taking account of the nature and scope of the duties of this position. The staff team is structured to enable team members to work cross functionally depending on experience and skillset even if their primary assignment is not to that area.
13. It is a requirement of all staff that they:
  - Work to support the values of the charity. These promote respect of clients recognising their skills and entitlement to choice, dignity and independence.

- Work positively in support of the principles outlined in the organisation's Equality and Diversity Policy.
- Assist in maintaining a safe working environment by attending training in basic and specialist health and safety as necessary, both on appointment and as changes in duties and the law require and to follow the requirements of the VHS Health and Safety at Work policy and any local codes of safe working practices.
- Comply with the requirement of the charity's employment policies and procedures.

### **Special Requirements**

The post will involve often working without direct supervision, occasional lone working and some working out of normal office hours.

A willingness to work in an environment with Guide Dogs is essential.

The role will be delivered in a variety of locations, including client's homes, places of work, local community etc, therefore a driving licence, access to a vehicle for work purposes and willingness to travel is required.

**An enhanced DBS Disclosure is required for this post.**

## PERSON SPECIFICATION – Advocate

|  | Essential | Desirable |
|--|-----------|-----------|
| <b>EDUCATION</b>   |           |           |
| GCSE grade A*-C Maths and English, or equivalent qualification   | x         |           |
| Level 3 qualification in Health & Social care or Community Development (or evidence of current up to date work towards)  |           | x         |
| Proficient use of the Microsoft Office suite of programmes   | x         |           |
| Knowledge of any database or CRM systems (e.g. Charity Log, Salesforce or others)  |           | x         |
| <b>SKILLS</b>  |           |           |
| A good understanding of both the practical and emotional needs of clients with sensory impairments and/or other disabilities.  | x         |           |
| Excellent Partnership working and ability to build strong professional relationships at all levels.  | x         |           |
| Excellent organisational and project management skills with the ability to manage own workload, work independently, organise multiple tasks and achieve results without close supervision. | x         |           |
| Be able to engage and communicate with beneficiaries and facilitate a network of activists   | x         |           |
| Creativity and resourcefulness to help identify solutions to problems  | x         |           |
| <b>EXPERIENCE</b>  |           |           |
| Proven experience in providing people with Advocacy support  | x         |           |
| Partnership working and collaboration  | x         |           |
| Report writing and record keeping  |           | x         |
| Monitoring and reviewing individual progress   | x         |           |
| Project Evaluation   |           | x         |
| Project management in a community setting  | x         |           |
| <b>ATTRIBUTES</b>  |           |           |
| Develop relationships with internal and external contacts  | x         |           |
| Must possess high standard of integrity  | x         |           |
| A commitment to promoting equality and diversity   | x         |           |
| A flexible approach and willingness to learn and develop   | x         |           |