

# Independent Professional Advocate (Families First)



national youth  
advocacy service

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## Job Description

**Main Purpose of Job:**

To provide Independent Professional Advocacy to parents with children under the age of 18 in Caerphilly as part of the Families First Programme. The Parent Advocacy Project is to empower parents to resolve issues affecting their family to achieve positive outcomes for the whole family.

**Accountable to:**

Project Coordinator

**Location:**

Caerphilly/ Home Based

**Hours of work:**

Part Time: 16 hours per week

**Contract:**

Fixed term until 31<sup>st</sup> March 2024

### *Duties & Responsibilities*

- Provide face to face professional independent advocacy to parents with children under the age of 18 to resolve issues that are having a negative impact on their family.
- To support parents in understanding and navigating systems such as those relating to education, housing, health, social services etc.
- Have direct responsibility for a case load ensuring effective and timely case recordings.
- Work to agreed outcomes with parents promoting an understanding of outcomes and available options.
- Build positive working relationships with parents by adopting a trauma informed, non-judgemental approach whilst maintaining boundaries.
- To represent the views, wishes and feelings of parents at formal and informal meetings. These meetings may be with school, social services, housing, health etc.
- Produce written reports with the purpose of ensuring that the views of parents are fully represented and given due consideration by professionals at relevant forums.
- Enable parents to make effective use of complaints procedures by providing information, support and advice.
- To provide clear and accessible information to parents on their rights and entitlements.
- To support parents to identify their needs and to provide intervention through signposting to relevant support services.

- To develop and establish good relationships with Statutory and Third Sector organisations to ensure positive joint working practices.
- Educate and empower parents to resolve problems, engage with professionals and to access support.
- Support the Project Coordinator by participating at meetings, attending training events and being involved in any promotional work associated with the development of the project.
- Ensure a high standard of direct service delivery through the implementation of NYAS quality assurance systems and processes.
- Support and offer parents training to access our peer advocacy training; parents supporting other parents.
- Contribute to monitoring reports both internal and external by writing case studies and reporting on themes and issues affecting parents identified through case work within the required timescales.
- Partake in regular supervision, annual appraisal and development opportunities.
- Uphold NYAS values and behaviours.
- Adherence to NYAS policies and procedures at all time in particular confidentiality and safeguarding policies.
- Keep up to date with changing policy and legislation in relation to Children and vulnerable adults.
- Be able to work some unsocial hours as required in line with the demands of the role.
- Any other duties as reasonably required by NYAS.

## Person Specification

### Qualifications

#### Either:

- A recognised professional qualification, which evidences direct involvement with children and young people and families.
- Introduction to Advocacy (Level 3) (6 credits).
- National Certificate in Independent Advocacy (4 units and specialist unit).

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### Experience and Knowledge

Experience of at least 2 years direct work in a related setting (e.g. parent support, citizens advice, family support worker, residential worker).

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Knowledge of the legislation and policy for relevant service users and the accompanying guidance and regulation. e.g. Children Act 1989, and/or Children Act 2004, and/or Children and Young Person's Act 2008, Care Act 2014, Mental Health Acts 1983/2007 as a minimum The Social Services and Well-being (Wales) Act 2014 applies.

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Experience and understanding of child/vulnerable adult safeguarding procedures.

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Knowledge of equality, diversity and inclusion principles.

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Knowledge of Local Authority/Health Complaints Procedures.

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### Aptitude

Ability to communicate effectively and to a high standard both orally and in writing, particularly with service users.

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## Person Specification - Continued

Ability to maintain professionalism at all times.	E	A, I
Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.	E	A, I
Ability to work in a way that empowers and enables service users to develop self-advocacy skills.	D	A, I
Ability to develop a sensitive but 'problem solving' approach.	E	A, I
Excellent computer skills in a Microsoft Windows environment.	E	A, I
A confident, persuasive approach in negotiation of issues.	E	A, I
Ability to handle conflict constructively.	E	A, I
<b>Other role requirements</b>		
Commitment to the principles of equality, diversity and inclusion.	E	A, I
Specific knowledge and experience of the issues faced by diverse ethnic minority communities, and specifically BAME people in Wales.	E	A, I
Possess a driving licence and have access to the regular use of a motor vehicle with the ability to travel widely according to the demands of the post, including to the NYAS main offices.	E	A, I, D

**E= Essential, D= Desirable**

**A= Assessment, I= Interview, D= Documentation, T= Test**

**All posts are subject to receipt of satisfactory references, Digital Risk Assessment and a satisfactory DBS enhanced disclosure check**