



⋮ **Advocate**  
⋮ **Applicant Information Pack**

**nyas**

gwasanaeth eiriolaeth  
ieuenctid cenedlaethol  
national youth  
advocacy service



# Introduction from Rita Waters, NYAS Group CEO (England and Wales)

Thank you for your interest in working for NYAS, the charity that makes sure care experienced young people are aware of their rights and gets their voices heard, helping them to engage in decisions made about their lives.

NYAS is very proud of the positive development and impact achieved over the last thirty years for care experienced children and young people. We know from our feedback and evaluation methods that what we do makes a huge difference. However, we also know much more needs to be done and to achieve our mission we need a team of excellent people who are the best in their field.

As a leading national rights based charity we have experienced continued growth over the past few years. Our total staff numbers are around 170 people (this doesn't include our 350 amazing volunteers or 250 self employed team). It makes working for NYAS part of an exciting, vibrant and dynamic team.

Everyone who works for NYAS gives their best, and we believe in acknowledging personal, as well as team achievement and celebrating it. We regularly review and improve our processes because we know that we can't achieve anything without the right people, and those people need the right tools, the support and motivation to do their job well.

I hope that you will find this opportunity exciting and compelling and will consider joining us to contribute to our future and most importantly the lives of young people in care.

**Rita Waters, CEO**



# Our vision

## Our Vision

- Every child and young person has the right to be heard.
- Every child has a right to feel safe.
- Every child has the right to be involved in decisions made about them.

## Mission

At NYAS we **listen** to what children and young people want, care about what they say and **empower** them to get their voice heard. We ensure their wishes and feelings are expressed and acted upon to improve their situation and help them build a better future

We will **never** stop in our efforts to influence, lobby and campaign to bring about positive changes and ensure children's and young people's rights are upheld.

## Values

- **Collaborative**

We **work closely** with colleagues and partners to deliver an outstanding service to the children and young people who need us.

- **Accountable**

We **are open, transparent and accountable**, taking responsibility for what we do.

- **Respectful**

We **value and respect** each other and the people we work with, embracing diversity and nurturing trust.

- **Empowering**

We **listen** to children and young people when they are not being heard, inform them of their rights and **empower** them to change their lives for the better.



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# What we do

As a leading children's rights charity and provider of advocacy services to children, young people and adults, NYAS (National Youth Advocacy Service) ensures all care experienced people across England and Wales are fully represented, respected and supported to actively participate in decisions that affect their lives and reach their full potential.

NYAS shares the opinion that every child or young person experiencing care should have the same chances to live happy, healthy and rewarding lives as their peers.

Most of our income and expenditure is restricted funding for local authority service contracts. We rely on voluntary contributions from fundraising to help us deliver additional projects and campaigns so desperately needed.

## We empower children & young people to have their voice heard

"Advocacy is about representing the views, wishes and needs of children and young people to decision-makers, and helping them to navigate the system."

Many care experienced children are unaware of their rights and struggle to access support to which they are legally entitled, such as having a say in their care plans, an education, contact with their families, and financial support.

Our independent advocates support children and young people to understand their care experience and ensure their voice is heard, their rights are respected and upheld and their achievements recognised.

Our freephone helpline helps thousands of children and young people in care get much needed advice about their rights and entitlements.

## We campaign for change

We bring care experienced people, decision makers and elected representatives together, to shape legislation and associated services which they are dependent on.

We will never stop in our efforts to influence, lobby and campaign to bring about positive changes and ensure children's and young people's rights are upheld.

## We value our people

We invest in our workforce to ensure they are engaged, empowered and skilled to deliver a high quality consistent service to our stakeholders.

# Job Description

## Advocate

### Purpose of Job:

To provide independent and confidential Advocacy to children, young people and vulnerable adults. To work with the Service Manager and Operations Manager to ensure services appropriately meet with specific contract specifications.

### Accountable to:

Senior Advocate/Project Co-ordinator according to the local/regional service.

### Duties & Responsibilities:

1. Enable the child, young person or vulnerable adult to make effective use of local authority policies or complaints procedures by providing information, support and advice.
2. Have direct responsibility for a case load ensuring effective and timely case recording.
3. Work to agreed outcomes with the child, young person or vulnerable adult promoting understanding of outcomes and available options.
4. Work accountably using assertive communication to negotiate and manage potential conflict situations.
5. Produce written reports with the purpose of ensuring the views of the child/adult are fully represented and given due consideration at relevant forums.
6. Support the development and delivery of identified services according to the opportunities and service specification of the contract.
7. Assist in the recruitment, selection and training of staff and volunteers as agreed with the Service Manager depending on local need and ability as appropriate.
8. Support and participate in meetings in consultation with the Service Manager/ Operations Manager and to support and participate in training events and any promotional work of NYAS.
9. Contribute to the development of expertise within the organisation through effective individual and group supervisions and best practice meetings.
10. Ensure a high standard of direct service delivery through the implementation of NYAS quality assurance bespoke systems and processes.
11. Contribute to monitoring reports both internal and external ensuring these are to a professional standard by agreement with the line manager, ensuring all information is submitted within the required timescales.
12. Liaise and maintain effective working relationships with all relevant agencies and stakeholders in accordance with the development strategy for the region and to inform the appropriate line/senior manager of all significant matters.
13. Deliver case studies from services as requested by senior management.
14. Partake in regular supervision, annual appraisal and development opportunities.
15. Uphold NYAS values and behaviours.
16. Adherence to NYAS policies and procedures at all times and in particular confidentiality and safeguarding policies.
17. Keep up to date with changing policy and legislation in regard to children's services and NYAS' priority groups of children and young people. This may also extend to vulnerable adults.
18. Be able to work some unsocial hours as required in line with the demands of the role.
19. Any other duties as reasonably required by NYAS.



# Person Specification

Essential 'E' / Desirable 'D'

Assessed Through - Application 'A' / Interview 'I' / Test 'T' / Documentary Evidence 'D'

<b>Qualifications</b>  Either:  A recognised professional qualification (e.g. social work, youth work, law, teaching) which evidences direct involvement with children and young people.  Introduction to Advocacy (Level 3) (6 credits).  National Certificate in Independent Advocacy (4 units and specialist unit).	E  E  E	A/D  A/D  A/D
<b>Experience and Knowledge</b>  Significant practice experience in delivering direct work to children, young people and vulnerable adults in a relevant setting, i.e. social care/health/education.  Knowledge of the legal and policy frameworks for vulnerable children and young people (and vulnerable adults) and how this applies to the role.  Experience and understanding of child/vulnerable adult safeguarding procedures.  Knowledge of issues, options and impact to the problems faced by children, young people and vulnerable adults with social care experience.  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  E  E  E  E	A/I  A/I  A/I  A/I  A/I/D
<b>Aptitude</b>  Ability to communicate effectively and to a high standard both orally and in writing, particularly with service users. This includes the importance of listening to children, young people and adults objectively.  Ability to maintain professionalism at all times.  Interview and training skills.  Excellent computer skills in a Microsoft Windows environment.  Commitment to the principles of equality, diversity and inclusion.	E  E  D  E  E	A/I  A/I  A/I  A/I  A/I

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



# Benefits of working with NYAS

Our people are passionate about our cause and the difference it makes in the lives of others.

The benefits package we offer colleagues to support them in delivering their crucial role includes the following:

## Annual leave

We offer 26 days annual leave per annum, plus Bank Holidays - pro rata for part-time or fixed term contracts. Your entitlement to annual leave increases with service, to a maximum of 30 days after 5 years with us.

## Occupational sick pay

NYAS seeks to support our team members when they have periods of sickness and once through the 3 month probationary period you are entitled to occupational sick pay equivalent to 4 weeks at full pay followed by 4 weeks at half-pay in any rolling year (pro-rated for part-time or fixed-term contracts).

## Learning & development

We recognise that our employees are fundamental to our success, and aim to provide an outstanding and distinctive social and working environment in which both the organisation and colleagues can flourish and achieve their full potential. We seek to employ and develop high calibre and high performing people in order to meet our strategic objectives and deliver our services.

## Pension

After you have been employed for one month, we will auto-enrol you into the 'NYAS Stakeholder Pension Scheme'. The scheme is run by 'Scottish Widows' and includes a monthly Employer Contribution by NYAS up to 4% provided it is matched by your contribution. You will have the option to opt out of auto-enrolment one month after you have been registered.

We also offer several other benefits including an **Employee Assistance Programme, BHSF Health Cash Plan, Refer a Friend Scheme and Eye Care discounted vouchers.**

# Tips to help you complete the NYAS application Form

Ensure you proof read your application for any errors before submission and ensure your CV is up to date.

## Personal Details

Complete this section accordingly making sure all contact details are correct.

## Education, Qualifications, Training and Skills

Please ensure that you highlight relevant experience, knowledge and skills in your application

Be sure to include all relevant qualifications and level achieved. Please state whether you are a member of any professional bodies, indicating your level of membership and qualification. Proof of certificates may be required.

## Training & IT Skills

Please give full details of any relevant training courses you have attended and any relevant software packages you have used.

## Eligibility to work in the United Kingdom

Please complete fully.

## Employment History and Salary

Please start with your current or most recent employer and give a brief description of your main responsibilities. These descriptions do not have to be very long as you will have an opportunity to expand on certain aspects in the Statement of Suitability section. Please list all previous positions of employment and ensure any gaps in your employment history are explained.

## Statement of Suitability

As we shortlist against the criteria you should relate your application to the requirements set out in the person specification (providing examples). Please address each section in sufficient detail and avoid leaving any blank spaces. If you do not complete all of the sections, this may impact your likelihood of being shortlisted.

Give clear, short paragraphs that show how your experiences meet the criteria and don't forget to outline any relevant skills, experience and training appropriate to this post.







## Referees

Always ask your referees permission before giving their contact details for your application.

Your referees should be your current or previous line manager, academic tutor or a volunteer manager if applicable. Do not give details of family, friends or colleagues.

We reserve the right to request to approach any previous employer if deemed necessary.

Referees will only be contacted after an offer has been made. We will confirm this with you before we approach your referees. If there is a problem with this then please contact us.

## Safeguarding

As a charity that supports children and young adults in care, we have a duty to ensure that the young people who benefit from our support are not harmed in any way, and we expect all our staff to share in our commitment to safeguarding and the welfare of young people.

The suitability of all prospective employees will be assessed during the recruitment process in line with safer recruitment practices including **satisfactory references, a Digital Risk Assessment and DBS enhanced disclosure check.**

NB: A previous conviction will not necessarily prevent you from joining NYAS. It would depend on a number of factors, including the nature of the conviction and the type of role you are applying for.

It is mandatory that all colleagues undertake safeguarding training when they join us.

### Identity check

We are also obliged to confirm your identity and obtain proof of your right to work in the UK. Unfortunately we are currently not able to support visa applications.

## Equality & Diversity at NYAS

NYAS is an equal opportunities employer welcoming applications from all sections of the community

Everyone can expect to be treated with consideration and respect and NYAS is committed to providing an inclusive environment for all. Good working relationships release the full potential, creativity and productivity of each individual, in an atmosphere where everyone can learn and work without prejudice, discrimination, harassment or violence.

You will need to complete an Equal Opportunities Form. Please be assured that this is not part of the application process and will be removed prior to the shortlisting process.

However the data we obtain from these forms is analysed to support our commitment to equal opportunities, and the information will help guide our recruitment strategies.



## How to apply

To apply, you will need to complete the online application form for the post which can be found on the jobs section of the NYAS website **[www.nyas.net](http://www.nyas.net)**

Registered Charity No: 1004005 (England & Wales)

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