



national youth
advocacy service

gwasanaeth eiriolaeth
ieuenctid cenedlaethol

Contract delivery specification for Self-Employed Independent Professional Parent Advocate

Main Purpose of Services To provide Independent Professional Advocacy to parents with children under the age of 18 years accessing our Caerphilly Families First Parent Advocacy Project. The aim of the project is to empower parents to fully participate with professionals from Social Services, Education, or Health in order to achieve positive outcomes for the whole family. The vision is to provide a confidential, independent service that support parents to have their voice heard. The project works on a 1:1 basis and supports parents to resolve issues, make changes, engage with support services and to navigate systems.

Contract rate Paid sessionally at the agreed rate for advocacy and dependent upon the rate agreed by NYAS in contract with a local authority or other agency. This is a self-employed role and individuals are responsible for the accurate recording and reporting of their own earnings to the HMRC.

Client National Youth Advocacy Service (NYAS)

Working Hours Variable – as per contract

Contract deliverables

- Provide face to face professional independent advocacy to parents with children within Caerphilly County.
- To support parents in understanding social services, education and health processes and procedures and to assist them in navigating systems
- 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
- 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
- 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
- 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.

A. Contractual requirements

Qualifications and Experience required of a Self-Employed Advocate	Essential	Desirable
<p>1. Either:</p> <ul style="list-style-type: none"> • 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 		<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>

B. Knowledge Required		
<ul style="list-style-type: none"> • Experience of at least 2 years direct work in a related setting (e.g. parent support, citizens advice, family support worker, residential worker, teacher, teaching assistant) 	X	
<ul style="list-style-type: none"> • 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, Mental Health Acts 1983/2007 as a minimum The Social Services and Well-being (Wales) Act 2014 applies. 	X	
<ul style="list-style-type: none"> • Experience and understanding of child/vulnerable adult safeguarding procedures 	X	
<ul style="list-style-type: none"> • Knowledge of equality, diversity and inclusion principles. 	X	
<ul style="list-style-type: none"> • Knowledge of Local Authority/Health and Education Complaints Procedures. 		X
C. Aptitude Required		
<ul style="list-style-type: none"> • Ability to communicate effectively and to a high standard both orally and in writing, particularly with service users. 	X	
<ul style="list-style-type: none"> • Ability to maintain professionalism at all times. 	X	
<ul style="list-style-type: none"> • 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 	X	
<ul style="list-style-type: none"> • Ability to work in a way that empowers and enables service users to develop self-advocacy skills. 		X
<ul style="list-style-type: none"> • Ability to develop a sensitive but 'problem solving' approach. 	X	
<ul style="list-style-type: none"> • Excellent computer skills in a Microsoft Windows environment 	X	
<ul style="list-style-type: none"> • A confident, persuasive approach in negotiation of issues. 	X	
<ul style="list-style-type: none"> • Ability to handle conflict constructively. 	X	
D. Other Requirements		
<ul style="list-style-type: none"> • Commitment to the principles of equality, diversity and inclusion 	X	

<ul style="list-style-type: none">• Specific knowledge and experience of the issues faced by diverse ethnic minority communities, and specifically BAME people in Wales	X	
<ul style="list-style-type: none">• 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.		x