



Person Specification: Independent Community Advocate

Qualifications		S/I
	Educated to a high standard and/or at least two years' relevant working experience. English at GCSE Grade C or equivalent.	S
	Mathematics of at least GCSE Grade C or equivalent.	S
Experience/Knowledge		
	Demonstrate an understanding of the needs of vulnerable people including those with dementia, learning disabilities, older people, mental ill health, Asperger's, and/or autism.	S/I
	Demonstrate an understanding of the Care Act (2014).	S/I
	Knowledge of local health, social care and independent sector services.	S/I
	Awareness of cultural, social and health issues in the local community and/or experience of work in diverse communities.	S/I
	Understanding of and commitment to the principles and practice of advocacy.	S/I
	Understanding of the ethos and nature of the voluntary sector and working within a small organisation.	S/I
	Experience of advocacy work.	S/I
	Experience of providing one to one support to a wide range of people and in a range of settings including hospitals, care homes and the community.	S/I
Skills and Abilities		
	Able to engage with, communicate effectively and maintain professional relationships with a range of individuals/organisations.	S/I
	Able to form positive working relationships with a diverse client population and with a wide range of communication and other needs on a short term, issue focused basis.	S/I
	Excellent communication skills, both written and oral.	S/I
	Experience of employing a variety communication aids to establish the wishes and needs of people with whom it may be difficult to communicate.	S/I
	Able to work independently, effectively respond to instructions and operate with minimum supervision.	S/I
	Good interpersonal and negotiation skills.	S/I
	Able to prioritise and manage a diverse and demanding workload and work to tight deadlines.	S/I
	Able to organise and manage own diary to deliver an efficient service across a wide geographical area and in a variety of locations.	S/I

	Ability to deal with sensitive information and maintain strict confidentiality both in and out of the workplace.	S/I
	Ability to produce records, case notes, information and reports to a high professional standard and to tight deadlines.	S/I
	IT literate, confident and able to use email, Outlook, internet, databases and Microsoft Office programmes such as Word, Publisher, Powerpoint and Excel.	S
	Ability to work in line with quality standards and systems.	S/I
	Ability to develop, deliver or facilitate presentations, training and consultation events.	S/I
Other Job Requirements		
	Understanding and strong support for the principles of empowerment and involvement.	S/I
	Understanding, awareness of and commitment to the principles of equal opportunities and the promotion of equality and diversity within the service and as a member of staff.	S/I
	Willingness to participate in training & development opportunities.	S/I
	Flexible in approach and willing to work unsocial hours when required.	S/I
	Motivated, enthusiastic and committed.	I
	Hold a full driving licence and have access to own transport to deliver the requirements of the job description.	S

KEY

S	Assessed at shortlisting
I	Assessed at interview (may involve being tested at interview)