



Supervising Advocate – Parental Advocacy Specialist
JOB DESCRIPTION

JOB TITLE:	Supervising Advocate – Parental Advocacy Specialist
SALARY:	£25,000 - £27,000 FTE
ACCOUNTABLE TO:	Service Manager
HOURS OF WORK:	25 hours Monday – Friday, 5 hours a day
Responsible For:	<ul style="list-style-type: none"> • Leading the delivery of the Families First For Children Pathfinder Programme parental advocacy project. • Supporting the Service Manager in the delivery of Independent Advocacy services for adults across Luton. • Delivering advocacy services for adults across Luton, including parents going through the Families First For Children Pathfinder Programme. • Providing training, coaching and mentoring support to team members to ensure highest levels of performance measured against practice requirements and continuing professional development. • Supervising Student Placements • Supporting the supervision of volunteers • Raising awareness of Parental Advocacy and Independent Advocacy Services across Luton. • Role modelling advocacy standards and show commitment to best practice. • Triaging referrals and allocating to advocates in the team. • To ensure both adults and children and young people are safeguarded at all times.

Core Values	Work in accordance with the core values of Community Connex:
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	To <i>value, support and provide choices</i> for people with a range of support needs to enable them to have choice and control over opportunities.
Safeguarding Health & Safety	<ul style="list-style-type: none"> • Awareness of the importance of safeguarding and working in accordance with Community Connex' Safeguarding Procedures for both adults and children. • Awareness of Health & Safety Requirements and working in accordance with Community Connex Health & Safety Procedures.
Continuing Professional Development	<ul style="list-style-type: none"> • To take responsibility for and seek opportunities for personal growth and development. • To keep up to date with current developments and required mandatory training.

Summary of role

- Have an awareness of legislation and processes concerning child welfare and child protection. This includes the Children Act 1989, the Children Act 2004 and the Children and Social Work Act 2017, The Children and Families Act 2014 and the Working Together to Safeguarding Children guidance 2023.
- Have an awareness of legislation and processes concerning adults with care and support needs. This includes the Mental Capacity Act 2005, the Mental Health Act 1983 and the Care Act 2014.
- Keep up to date with changing policy and legislation regarding child welfare and child protection. This may also extend to vulnerable parents.
- Keeping up to date with and working within appropriate legislation for adults such as the Mental Capacity Act, Mental Health Act and Care Act.
- Completing training relevant to the role.
- To be responsible for own caseload alongside supervisory functions.
- Delivering advocacy support in line with the NDTI Advocacy Charter.
- To support clients with issue-based advocacy including support at key statutory meetings, in a way that empowers them to speak up for themselves as far as possible and to develop their skills to do so.
- Providing independent oral and written representation of clients' wishes and views and ensure that their voices are heard by others when key decision are being made.
- Supporting clients to challenge decisions or actions taken by the Local Authority or other relevant organisations. Including but not limited to making a complaint or seeking legal advice.
- Providing non-instructed advocacy to represent clients who do not have the capacity to provide instruction.
- To maintain up to date and accurate advocacy case files using the services database system and ensure appropriate case closure.
- Preparing for and attending regular supervision.
- Preparing case studies.
- Live within a reasonable distance of Luton.
- Manage the allocation of referrals to Advocates, triaging cases, identifying the most appropriate Advocate as determined by the needs of the child/young person.

- To supervise student placements.
- To coach and review individual and team performance to ensure that practice delivery meets standards.
- To support staff development and best practice through practice audits and group supervision.
- To play a key role in delivering consistency and best practice across the defined team.
- To support performance monitoring by recording and gathering information relating to staff performance.
- To act as a role model by working in accordance with team standards.
- Attending and contributing to team meetings.
- To work flexibly as a member of the team contributing to service planning and development.
- Where necessary to provide cover across the team.
- To ensure that staff work safely and that the welfare of people who use our service is protected through the active engagement of the team in compliance with safeguarding best practice.
- Always maintaining confidentiality and ensure proper observance of and adherence to policies and procedures.

- To support the Service Manager with safer recruitment processes to ensure we recruit the best candidate that reflects the people who use the local service.
- To support the service Manager and Engagement Co-ordinator with the recruitment and management of volunteers.
- To support the Service Manager with training and induction of new staff members.
- Support the Service Manager in preparing statistical and qualitative reports through bespoke systems for quarterly monitoring meetings, ensuring the service is reaching targets and keeping within budget.
- Supporting the Service Manager to market the service, including engaging with key stakeholders, providers and adults to promote the Parental Advocacy Service.
- To identify recurring themes arising from the work with parents and highlight these with the relevant people as they arise throughout the reporting period.
- Support a rolling programme of meeting with key personnel and teams relevant to the service supported by promotional materials to increase the number of referrals.
- Any other duties as reasonably required to support the Service Manager in the day-to-day delivery of the contract.

Responsibility	<ul style="list-style-type: none"> • <u>Decision Making</u> – Provide advice based on professional knowledge on the best course of action for the situation, with low and medium risk, could require consultation with higher authority. • <u>Problem Solving</u> – complex problems with low / medium level of risk/impact. • <u>Planning & Organisational Skills</u> – Contribute to planning for team, resource allocation.
Organisational	<ul style="list-style-type: none"> • Being an ambassador for Advocacy 1st throughout the organisation by adhering to the principles of advocacy and working in line with Advocacy 1st standards. • To support Community ConneX colleagues by sharing knowledge and responding to queries about advocacy and the relevant legislation. • To raise awareness of the advocacy role and who qualifies for support to enable colleagues to refer internally. • To be aware of emerging themes which impact our clients and share information with other departments such as Campaigns and Engagement. • To support other departments within Community ConneX in order to meet the needs of the business. • Information Management – management reporting, analysis of information held, creation of reports within own area of job scope
People	<ul style="list-style-type: none"> • Supporting colleagues in the Advocacy team and Community ConneX by providing mentoring and shadowing opportunities. • Making a commitment to working flexibly across all areas of the service depending on service need. • Carrying out regular engagement activity with a range of stakeholders including Health & Social Care professionals and other third sector and community organisations. • Promoting and facilitating client involvement in the running of the service and the wider organisation. • Relationship Building – Developing new relationships, handling more complex relationships e.g. social workers, GPs, local authority, external suppliers and agencies etc. • Supervision & Management – Managing Others, team/group meeting, training, supervision/regular meetings, objective setting.

	<ul style="list-style-type: none"> • Stakeholder Management – Awareness raising and developing relationships with clients and professionals in Health & Social Care and other 3rd sector organisations.
<p>Knowledge</p>	<ul style="list-style-type: none"> • The Advocacy Charter and its implications for advocacy practice • Relevant legislation such as the Human Rights Act, Children and Families Act, Children Act, Children and social care Act, working together to safeguard Children, Mental Health Act, Mental Capacity Act and Care Act. • Local and National processes and approaches in relation to Safeguarding, including the Families First For Children Pathfinder Programme. • An understanding of Local Authority processes, including complaints processes. • Campaigning – Feeding back information on themes/ trends impacting clients and the sector to inform engagement and campaigns.

This job description is subject to regular review.