NAS Advocate: Job Description and Person Specification

**Core Duties and Responsibilities**

**Service Provision**

* Assist, support and represent people with disabilities to seek a service, negotiating on their behalf and pursuing any right of review or appeal as required
* Work with people in residential and day service settings and with service providers to ensure people’s rights, dignity, choices and decisions are safeguarded
* Advocate on behalf of qualifying persons under the Citizen information Act (when commenced) as requested by the Regional Advocacy Manager
* Work as part of the regional advocacy team and share learning to improve practice and effect policy change
* Ensure that people with disabilities who need information, advice and advocacy are provided with the service that best supports their needs and that those with the capacity to self-advocate are supported to use mainstream services in their local community
* Identify and record issues that arise for people with disabilities to inform systemic changes in both the delivery and policy of public services
* Adhere to standardised policies, practice and quality standards.
* Provide peer support within the advocacy team and develop specialist expertise as required
* Work in co-operation with other advocates across the National Advocacy Service for People with Disabilities
* Maintain effective and co-operative relationships with key stakeholders including service providers without compromising the independence of the advocacy service.
* Effectively manage a caseload and keep accurate records using the electronic case management system, adhering to case management requirements
* Report on advocacy activities, and undertake review and evaluation as required by the Regional Advocacy Manager
* Observe data protection legislation and good practice in service provision
* Offer occasional back-up to self-advocacy and other support groups.

**Additional Duties and Responsibilities**

* Participate in special projects and joint working arrangements in consultation with the Regional Advocacy Manager
* Participate in mentoring activities
* Undertake promotional work on the National Advocacy Service as directed by the Regional Advocacy Manager
* Develop and share knowledge of relevant legislation, appeals/redress mechanisms and social policy and practices in relation to advocating on behalf of people with disabilities
* Undertake appropriate training as required and ensure continuing professional development
* Undertake supervision of practice in line with service requirements
* Represent the National Advocacy Service at conferences etc., as decided by the Regional Advocacy Manager
* Participate and work within a Performance Management Development System (PMDS) process
* Undertake other duties assigned by the Regional Advocacy Manager

**Person specification**

* An understanding and knowledge of the philosophy, background and operation of advocacy
* Awareness of the needs of people with disabilities and the barriers experienced in accessing rights and services.
* Ability to represent, negotiate and communicate on behalf of others
* Ability to understand and maintain confidentiality
* Ability to respect and promote people’s right to make informed decisions/choices
* Excellent judgement
* High degree of personal integrity
* Ability to organise one’s own workload, plan and set goals
* Ability to work effectively as part of a team
* Commitment to the rights of people with disabilities
* Flexibility of approach and flexibility to work unsocial hours when required and ability to travel efficiently throughout the region as requested.

**Required competencies for position**

* Educated to graduate level in one or more of the following areas: social sciences, humanities, law, training and development. Equivalent experience and training will also be considered.
* Advocacy qualification desirable
* Previous experience of working with people in a service-delivery role
* Knowledge of relevant disability legislation, disability rights and issues, developments in disability services
* Effective communication skills both oral and written
* Ability to negotiate effectively on behalf of clients
* Competent IT skills
* Good written English
* Experience of and commitment to building up personal skills
* Case management skills
* Ability to give presentations to a variety of audiences.
* Ability to review and monitor projects