**Job description**

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Advocacy Supervisor/Trainer

Main tasks:

* Supervising a volunteer adviser team providing advice and advocacy on social welfare issues including welfare benefits, housing, debt and health and welfare
* Production of an annual training plan and delivery of training
* Ensuring efficient and equitable delivery of services to clients (known as guests)
* Being accessible to advocacy volunteers during advice sessions, currently on Tuesday, Thursday and Friday afternoons 1pm to 5pm.

Additional Tasks:

* One to one mentoring for advocates including support on complex cases whilst ensuring guests’ choices and consent are respected.
* Casework on social welfare issues when required
* Liaise with Local Authorities, Government Bodies, health professionals, DWP, welfare, advice and other support agencies
* Monitor cases, check the case status and recording
* Monitor debt cases to ensure advocates understand their role and are meeting the requirements set by our debt advice partner, Community Money Advice.
* Identify training needs within the team and put together a training plan in discussion with the Advocacy Manager.
* Plan and deliver relevant training and organise external training as required.
* Keep up to date with knowledge required for the role e.g. housing, debt, addiction support, welfare benefits and other relevant legislation.
* Help the Advocacy Manager to recruit team members
* Undertake all core training for this post and professional development as required, including as relevant to gain debt advice qualifications
* Network and build relationships with key stakeholders and other agencies.
* Support the Advocacy Manager with meeting AQS requirements
* Support the Advocacy Manager with meeting the requirements for Community Money Advice affiliation.
* Support the Advocacy Manager to ensure an equitable and compassionate service for clients.
* Help to maintain a positive, productive and supportive working environment for staff and volunteers in the advocacy team

**Post information**

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## Hours of work

* Three days a week (22.5 hours), on agreed days and times.
* Attending some evening meetings, including meetings of the Board of Trustees (usually four a year) and some project-based evening meetings (TOIL given).
* Trustees’ strategy day (usually once a year on a weekend day) (TOIL given).

## Places

* Currently the advocacy service is provided on Tuesdays, Thursdays and Fridays at Holy Trinity with St John’s Church, Holy Trinity Site, Lennard Road, SE20 7LX

## Reporting to:

* Advocacy Manager

## Management reports

* Volunteer advocates.

## Salary

* £36,000 to £39,000 annual salary (pro-rata) depending on experience

(= £21,600 to £23,000 actual salary)

**Person specification**

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**Essential**

Experience

* At least 3 years recent experience of providing or supervising social welfare advice (e.g. welfare benefits, housing, or debt) including experience of advocating complex cases for service users

Skills and abilities

* Knowledge and understanding of the issues that affect the lives of vulnerable adults.
* Knowledge and understanding of the benefits and challenges involved in managing volunteer advisers.
* Demonstrate how knowledge of legal changes and practice is maintained.
* Excellent verbal and written communication skills, including the ability to write good quality reports and contribute to funding applications.
* Ability to plan and deliver relevant training.
* Ability to use IT systems such as Microsoft Office and the ability to use and interrogate databases.
* Ability to network and build relationships with key stakeholders and other agencies.
* An understanding of equality issues and ability to demonstrate how this has been put into practice.
* Ability to work independently, organise own workload and that of the team.
* Ability to contribute to a positive, productive and supportive working environment for staff and volunteers in the advocacy team.
* Understanding of health and safety issues for staff, volunteers and the public.

Personal qualities

* Be non-judgmental, listen and show compassion.
* Desire to go the extra mile for advocates and clients and have an enquiring nature.

Other

* Willingness to work onsite during advocacy sessions
* Satisfactory enhanced DBS report.

**Desirable**

* Experience of managing advisers.
* Experience of managing volunteers.