
Salary Range 	£19,430 – £21,268 (pro rata)
Hours 	21 hours per week
Annual Leave 	28 days plus Public and Bank Holidays (pro rata)
Pension 	Contributory scheme (<i>5 per cent employer contribution; 3 per cent employee contribution, after 3 months</i>)
Probationary Period 	6 Months
Notice Period 	During the probationary period, 1 week on either side Following successful completion of the probationary period, 1 month on either side
Supervised By 	Advocacy Manager

Job Purpose

To assist with the development and delivery of YLF's Advocacy services to eligible young people across the county and to support the Advocacy Manager in managing capacity and demand.

Provide skilled independent support to children and young people who wish to make representations or raise concerns about their care.

Empower young people either by enabling them to represent their own views or by speaking on their behalf, or both.

Main Responsibilities

- To provide skilled independent advocacy support to children and young people contacting the advocacy service who wish to raise concerns about their care or make representations
- To support the delivery of the advocacy referral line, assist in processing incoming referrals and enquiries and the allocation of cases to sessional advocates.
- To provide administrative support to the advocacy team
- To maintain accurate and up-to-date records, using prescribed formats and in full compliance with the Young Lives Foundation's data protection policy
- To keep abreast of developments in national and local policy affecting looked after children, children's rights and leaving care
- To contribute, as required, to the design, content and administration of websites, the production of publications, and the arrangement of events
- To promote the service, as required, to service users, professionals and relevant agencies
- To assist with producing reports including both quantitative and qualitative data on the performance and outcomes of the advocacy service in line with agreed performance indicators

Internal Liaison and Working Arrangements

- To take part in supervision and appraisal and to meet on other occasions, as required, with the Advocacy Manager
- To engage in a learning and development programme, agreed with the Advocacy Manager
- To attend YLF staff meetings, as required
- To keep accurate records of time and any expenditure incurred and to ensure that such expenditure is within agreed limits and has been duly authorised
- To maintain such other records as may be required for the purposes of monitoring, evaluation and review; and to prepare periodic reports
- To provide cover or additional support for colleagues, as required
- To work within agreed quality frameworks and to agreed quality standards
- To uphold the values and adhere to the policies and procedures of the Young Lives Foundation
- To undertake such other duties as may, from time to time, be reasonably required

Person Specification

This is an important post requiring a genuine commitment to improving the lives of young people in or leaving care and those on the edge of care. The post-holder must be a positive role model for the young people; a champion of their needs, interests and aspirations; and an effective ambassador for the work and the organisation.

Relevant qualifications/training will be required and candidates will need to possess a variety of skills, experience and personal attributes.

Knowledge and Understanding

- Of issues affecting looked after children, children in need and care leavers
- Of legislation relating to the rights and entitlements of young people in and leaving care
- Of data protection, health and safety, equality and diversity procedures
- Of the principles, purposes and practice of independent advocacy and its value to service users
- Of safeguarding procedures

Abilities and Skills

- To advocate effectively for young people
- To relate and communicate with young people in positive, supportive and enabling ways
- To liaise effectively with social workers, carers, and others concerned with the welfare and development of young people in a variety of settings
- To manage time and workload efficiently and effectively so as to meet targets and achieve objectives within agreed timescales and required standards

- To maintain accurate and up-to-date records and produce clear reports
- To communicate effectively, both orally and in writing, with a range of people (young people, professionals and others), using a variety of media including IT
- To have good ICT skills and be able to use basic Office software such as Word, Excel and Powerpoint
- To support sessional advocates in their roles

Experience

- Working with young people in and/or leaving care, young people with special needs and/or young people in child protection procedures
- Of advocating for children and young people
- Of producing reports using both qualitative and quantitative data
- Of effective liaison with other professionals

Personal Qualities

- Good understanding of own feelings and life experiences and how these may affect relationships and reactions to situations
- Approachable and non-judgemental
- Energy, enthusiasm and sense of humour; and a willingness to engage with young people in a variety of ways
- A high level of integrity and reliability, and recognition of the importance of professional boundaries in terms of relationships, communication and conduct
- Commitment to personal and professional development and to working to quality standards
- Be in sympathy with the overall aims and ethos of the organisation

Additional Requirements

The post-holder will be required to work flexible hours. This may involve working some occasional evenings and weekends.

The post may involve travel within Kent, Medway and beyond and the post-holder must therefore have a valid driving licence and use of a car for business purposes.

The post is subject to an Enhanced Disclosure through the Disclosure and Barring Service.