

Job description:

Advocacy and Support Practitioner

23 hours per week

£15,579 per year (£24,050 FTE pro rata)

Main responsibilities:

- Manage a busy caseload of adults with multiple complex needs
- Undertake thorough risk and needs assessments to identify support needs and safely deliver 1-2-1 support and advocacy
- In collaboration with service users, develop and regularly review holistic, achievable person-centred support plans based on individual circumstances, needs and identified goals
- Support services users to build resilience and independence to facilitate a journey towards their goals and eventually move on from the service
- Provide direct support and advocacy (and appropriate onwards referrals) to services users regarding a range of issues including (but not limited to) safety, housing, benefits, substance use, violence and abuse, trauma and mental and physical health
- Provide practical support, for example (but not limited to), support women to attend essential appointment and statutory meetings, explore education, training and employment opportunities and access financial and legal services
- Act as a lead worker for the service user, liaise with multiple professionals, attend multi-agency-meetings. Advocate on behalf of the service user to ensure her voice is heard

General:

- Be the first point of contact for people accessing the Social Supermarket
- To register users of the supermarket providing a welcoming, supportive and non-judgmental approach, offering a high level of confidentiality
- To be responsible for capturing and inputting relevant information, keeping accurate records in accordance with best practice and GDPR
- To support users of the Supermarket with their access to on-site food provision explaining protocol and maintaining boundaries

- To offer practical and emotional support to users, signposting or referring, where appropriate to other services that might be beneficial
- Work with the CEO and other Support Workers to coordinate in-reach provision from visiting organisations such as Advice Services or Health and Wellbeing
- Attend community and partnership meetings as required to develop the service
- Provide monitoring information as required including statistics and narrative feedback
- Promote the Supermarket to other users of the Centre and to the local community ensuring information on activities, opening hours and support available is up to date

Reports to: Operation Manager

Responsible for: Supermarket Members support

Essential skills:

- An understanding of the barriers and complexities in supporting those experiencing food poverty
- A good understanding of referral routes and support services available in Coventry for our primary service users
- Commitment to inclusivity and equality in service provision
- Confident in supporting speakers of other languages and people from a range of culturally diverse backgrounds
- Excellent interpersonal skills, able to converse with a wide range of people and build positive relationships
- Excellent listening and communication skills – both written and verbal
- Excellent organisational, administrative and prioritisation skills

Essential experience:

- Working in a community or not-for-profit organisation.

- Experience of advocacy and support
- Delivering services in a culturally diverse community
- Maintaining accurate and confidential records

Education and training:

- Computer literate with proficiency in Microsoft Office including Word and Excel
- GCSE grades C or above in English and Mathematics (or equivalent)
- Basic safeguarding, or willingness to work towards

Desirable skills and experience:

- Experience and/or qualification in trauma-informed, person-centred support
- Lived experience or direct service delivery with people experiencing poverty and multiple disadvantages
- Willingness to undertake additional training relevant to the role