

# Bosnia and Herzegovina Community Advice Centre (BHCAC)

## ADVOCACY WORKER

### 14 HOURS PER WEEK OVER PERIOD OF THREE YEARS

£12,188 per annum plus 3% inflation increase for each year and pension at 9%

**Main Purpose of Job:** The Advocacy Worker will deliver targeted support and an independent advocacy service to disadvantaged and marginalised Londoners from West Balkans and wider Brent community by empowering people to express their views, wishes and choices. The Advocacy Worker will ensure that beneficiaries are able to remain as involved as possible in all decisions which affect their lives and have an easy access to external and specialist services.

**Accountable to:** Trustees of the BHCAC

**Responsible to:** Project Manager

**Working arrangements:** The post holder will be expected to work a 14-hour week. However, the demands placed upon the support system for disadvantaged and marginalised Londoners from West Balkans and wider Brent community, are by their very nature unpredictable and changeable. It is envisaged that the post holder will be flexible, sometimes working outside office hours.

#### **Key Responsibility Areas:**

1. Advocacy, advice and support to increase access to welfare benefits, health, social and community care, housing and other services.
2. Health and welfare promotion to improve communication
3. Administration and general

#### **Key area 1: Advocacy, advice and support to increase access to welfare benefits, health, social and community care, housing and other services.**

- 1.1 To work with the Project Manager and Senior Advocacy Worker in developing and maintaining advocacy services to disadvantaged and marginalised Londoners from West Balkans and wider Brent community.
- 1.2 To assess referrals made to the advocacy service.
- 1.3 To work with individual beneficiary and identify support and advocacy issues which beneficiaries wish to resolve.
- 1.5 To agree with individual beneficiary and with those involved in their care the likely outcomes of the support and advocacy intervention and the time-scales involved.
- 1.6 To build and maintain relationships with beneficiaries based on mutual respect, dignity and honesty.
- 1.7 To enable beneficiaries to represent themselves, where possible, or speak up on their behalf.
- 1.8 To empower and involve individual beneficiary as much as possible in decisions that affect them.
- 1.9 To support vulnerable beneficiaries in making decisions about their future; i.e. housing, health, care and daily living needs.
- 1.10 To represent the views, needs and rights of individual beneficiary on a formal and informal basis to others involved in their life and care. To liaise with statutory organisations and voluntary groups as directed by the beneficiary.
- 1.12 To refer beneficiaries to other appropriate agencies as required and ensure easy access.

## **Bosnia and Herzegovina Community Advice Centre (BHCAC)**

### **Key area 2:**

- 2.1 Identifying social policy issues affecting BHCAC's beneficiaries.
- 2.2 Keeping beneficiaries' informed about organisational activities and new developments and initiatives locally, regionally and nationally which may affect them.
- 2.3 Gather, disseminate and produce information through quarterly newsletter in Bosnian-Serbo-Croat language.

### **Key area 3: Administration and general**

- 3.1 Maintain detailed case records using AdvicePro, or other suitable computer data package, for the purpose of continuity of casework, information retrieval and statistical monitoring and report preparation.
- 3.2 Use IT for statistical recording of information relating to funding requirements, record keeping and document production.
- 3.3 Provide case studies and statistical information as requested for reporting purposes on the number of clients and nature of cases.
- 3.4 Writing reports as required in a timely manner, including formal reporting under the role of an Advocate.
- 3.5 Ensure that all work conforms to the organisation's quality standards, systems and procedures.
- 3.6 Ensure all sensitive data is adequately protected and handled in accordance with the organisational confidentiality policy and procedure; and in line with data protection regulations.
- 3.7 Develop and maintain good working relationship with the team, sharing information and making positive contribution.
- 3.8 Develop and maintain good relationship with other statutory and voluntary sector providers and other stakeholders.
- 3.9 Attend regular training to develop knowledge, skills and expertise.
- 3.10 Keep informed of new and changing legislations relevant to the post, and of local issues and policies.
- 3.11 Read regular Welfare Rights bulleting.
- 3.12 Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.
- 3.13 Facilitate group sessions when required, as directed by the Project Manager.
- 3.14 Monitoring beneficiaries' satisfaction with the quality of service provided.
- 3.15 Willingness to work at Bosnia and Herzegovina Community Advice Centre's outreach locations as required; ensuring effective service delivery.
- 3.16 Willingness to abide by the Health and Safety guidelines of the organisation having, due regard for your own health and safety, and the health and safety of others.
- 3.17 The potholder must understand, and be committed to the Bosnia and Herzegovina Community Advice Centre's vision, mission and work by its values.
- 3.18 Present a positive image of Bosnia and Herzegovina Community Advice Centre at all times; protect the integrity and its reputation of the service.
- 3.19 To assist in fundraising or income generation activities organised by BHCAC.
- 3.20 To undertake any other reasonable duties as requested by the Project Manager.

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### PERSON SPECIFICATION

<b>SKILLS &amp; EXPERIENCE:</b> <i>the ideal candidate will be able to demonstrate following in the application form</i>		
<b>EDUCATION &amp; QUALIFICATIONS</b>		
	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Qualifications in Health, Social Care, Generalist Advice Work.</li> <li>• 3 or more GCSEs including Maths and English.</li> <li>• A-levels or equivalent</li> </ul>	√ √	√
<b>COMPETENCIES &amp; EXPERIENCE</b>		
	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Experience within the public or voluntary sector; working in health, social care or information and advice, in direct contact with service users in a paid capacity.</li> <li>• Experience of supporting or caring for older Londoners from West Balkans in any capacity (paid voluntary, family or friends).</li> <li>• Ability to plan and organise one's work to meet deadlines, particularly when under pressure, whilst continuing to maintain quality standards.</li> <li>• Good working knowledge of ICT packages, in particular ability to use IT to maintain database, record cases and write reports.</li> <li>• Ability and willingness to work well within a team, sharing information, contributing positively whilst being able to challenge sensitively and receive constructive feedback.</li> <li>• Excellent communication skills and able to provide high level written reports.</li> <li>• Must have a clear understanding of, and commitment to Bosnia and Herzegovina Community Advice Centre's vision, mission and the ability to share its values.</li> <li>• Understanding of the need to monitor the experience of clients and difference our service makes in order to support further work or secure funding.</li> <li>• Fluent in English-Bosnian-Serbo-Croat languages.</li> </ul>	√ √ √ √ √ √ √	√ √
<b>BEHAVIOURS &amp; WAYS OF WORKING</b>		
	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Pro-active approach to work with very good attention to detail and ability to multi-task.</li> <li>• A positive and adaptable approach to changing environment.</li> <li>• Good interpersonal skills and the ability to relate to wide cross section of people, including the ability to deal with potentially difficult or stressful situations, whilst maintaining professional approach.</li> <li>• Flexible approach to service delivery, including willingness to work outside normal hours and/or outreach locations if required.</li> <li>• Self-motivated and an ability to work on one's own initiative with minimal supervision.</li> <li>• This position requires post holders to undertake an Enhanced DBS disclosure prior to employment and every three years thereafter.</li> </ul>	√ √ √ √ √ √	