

ROLE PROFILE

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| Job family | Care | Role profile number | CA08-2756 | Grade H |
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Job purpose: Manage allocated work and cases, offering independent advocacy to children and young people.

Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

| Factor | Relevant Job Information |
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| Supervision and/or Management of People | No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. |
| Indicative qualifications | HNC, NVQ level 4 or equivalent experience/skills. Working towards relevant professional qualification. Licence / certificate / qualification required for the role. |
| Knowledge and Skills | High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training. |
| Creativity and Innovation | Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results. May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required. |
| Contacts and Relationships | Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Support parents or carers regarding development issues including complex problems. Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders. |

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| Decisions – Discretion & Consequences | Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. |
| Resources | Little or no responsibility for physical or financial resources. |
| Work Demands | Work subject to interruptions and at times may be competing demands of work priorities. |
| Work Environment | Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers. |
| Our Identity | Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working. |
| Health & Safety | All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager. |
| Equalities | Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy . |
| Authority to work in the UK | All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent. |

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

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| Role description: | Independent Advocate | |
| Role profile family: | Care | |
| Role profile number and grade: | CA08-2756 | Grade H |
| Number of posts: | 2 | |
| Service/Team: | Voice and Participation Service | |
| Reports to: | Advocacy Manager | |

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development:

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

The overall responsibilities of the service/function of the Voice and Participation Service are:

- Deliver on Wiltshire Council's commitment to listening to children, young people, and their families to make sure they are at the center of services for children.
- Maximise children, young people's and their families participation in the design and development of services delivered to them and they are involved in the decision-making about these services.
- Support children, young people, and their families in researching other service user's lived experiences, perceptions, and insights across Wiltshire.
- Ensure children, young people and their families are involved in scrutinising and inspecting services across Wiltshire, for example through auditing and walkabouts.
- Support children, young people, and their families to work directly with leaders and decision-makers to influence change from senior levels and cascade learning through the organisation.
- Facilitate the engagement and participation of children, young people, and their family

members (including children in care, care experienced young people, young people accessing special educational needs and disability services and support and their family members) in the following groups and forums.

- Children in Care Council
- Wiltshire Youth Council
- Family Advisory Board
- Parent Carer Forum
- Young Carers Council
- Demonstrate the impact of involving children, young people and their family members in strategic planning and decision-making at corporate parenting panel and the children's select committee.
- Ensure that children and families have access to an Independent Advocate who can support them to understand their rights, have their say in their plans and are able to make complaints.
- Recruit train and support Volunteers in a variety of roles which include, Independent Visitors, Mentors, Advocates, Appropriate Adults and Restorative Justice Panel Members.

Job Purpose

Independent Advocate

The Independent Advocate will focus on championing the rights and needs of people that are in receipt of support from Family and Children's Services, including children in foster care, children on CIN and CP plans, children with SEND and young carers. Working in a referral-based way the successful candidate will work closely with Volunteer Advocates and service users to ensure their voices are heard and their unique challenges addressed.

Contacts and Relationships

- This position functions within a multi-agency framework, requiring the post holder to collaborate with colleagues across various service areas within Children's Services, as well as other departments within the Council and external agencies.
- The role demands the ability to establish and maintain strong relationships with children and young people, engaging them effectively on complex and sensitive matters. The post holder will frequently advocate on behalf of children and young people, navigating challenging and contentious issues, with a high degree of tact and sensitivity.
- The individual in this role is expected to advocate for children and young people aged 5-18 years and at times up to 25 years old. This involves close collaboration with teams across the council, including social workers, foster carers, residential staff, and other care providers, often in situations that require careful handling due to their complexity and sensitivity.

Responsibilities:

- To provide information, guidance, and advocacy support to service users of the Family and Children's Directorate, informing them of their rights and arranging face to face meetings where this is required. Ensuring that this is age appropriate. Service Users include Children in Care, Children supported through a Child Protection Process, Children with SEND, young carers and parents who are being supported on a statutory plan.
- To provide specialist advocacy services as appropriate, predominantly Children and Young People's Advocacy, although you may, on occasion, be required to work within other advocacy specialisms. Advocates may deliver the service in many settings, in schools,

colleges, residential placements and residential schools, hospital, foster placements, community and other relevant settings.

- To provide comprehensive advocacy services to children and young people who wish to file a complaint, ensuring that their perspectives are fully understood and articulated, seeking a fair and satisfactory resolution to any issues identified.
- To deliver dedicated support and guidance to children and young people subject to child protection plans, empowering them to effectively express their views and participate meaningfully in decision-making forums.
- To offer specialised support and guidance to children and young people in the care of Wiltshire Council, assisting them in voicing their concerns about their care arrangements and enabling them to actively participate in decision-making forums. This includes providing guidance and support to ensure their rights and best interests are represented and considered.
- To assess the advocacy support needs of those children and young people who are referred.
- To attend professional meetings either with the person being advocated for or on their behalf.
- To gather and accurately convey the wishes and feelings of children and young people, providing high-quality reports that enable professionals to clearly understand their views.
- To provide appropriate advocacy support to referrers.
- To promote the service to clients and relevant stakeholders
- To independently plan and manage a caseload of children and young people, aligning with service priorities and deadlines, while ensuring the needs of individual children are prioritised.
- The role often involves working outside standard office hours, including evenings and weekends, and lone working. Additionally, the position may require travel outside the authority to meet with children and attend meetings.
- To be aware of current trends and issues around children's services, health, and social care and around forms of advocacy.
- To keep up-to-date, accurate factual records relating to the service users and their ongoing support, using appropriate tracking systems and databases.
- To ensure strict confidentiality is maintained.
- To foster and develop professional links and good quality relations with statutory, and other agencies and the wider Voice and Participation Service. Some 'networking' will be essential; however, the post holder will be required to be independent and solely focused on the wishes and feelings of those they are advocating for.
- To attend Locality Team and other meetings, assisting the Team Manager to prepare operational reports relating to the service when required.
- To work as a team member sharing skills and contributing to the smooth running and good reputation of the organisation.
- To take an active part in training volunteers, students, and peer advocates.
- To mentor and provide shadowing opportunities for volunteers, students, and peer advocates.

General

- Attend and participate in regular one-to-one and group supervision. Participate in training and internal meetings.
- Become familiar with, and work within, the policies, procedures, and protocols of Wiltshire Council .
- Undertake such other duties and tasks commensurate to the grade and character of work. Therefore, the above list of main tasks in this job description should not be regarded as exclusive or exhaustive.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to HNC or NVQ level 4 or equivalent experience in a social care, health, or a youth work environment.
- Level 4 Qualification in Advocacy, or willing to work towards this qualification.
- Strong understanding of trauma and how this may impact on the lives of service users.
- Strong commitment and experience of working with children and young people and have an understanding of the factors that affect their lives.
- Ability to communicate and establish good relationships with service users including those who have special needs or a disability, dealing with people confidently, sensitively, and diplomatically.
- Experience of working with looked after children and young people.
- Knowledge and understanding of the legislative framework underpinning childcare practice and service provision, including the Children Act 1989 and associated guidance relating to looked after children.
- Demonstrable evidence of continued professional development, including training around Advocacy.
- Demonstrable experience of dealing with difficult situations in a calm and productive way.
- Awareness and understanding of relevant legislation and national guidelines.
- Excellent written and verbal communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
- Analytical skills with ability of interpreting information and situations and developing plans and solutions.
- Excellent ICT skills with good working knowledge of Microsoft Office, Excel, and PowerPoint.
- Practical and flexible.
- Personable and able to relate to a wide range of people.
- Ability to work on own initiative or as part of a team.
- Ability to determine priorities, manage time and ensure deadlines are met.
- Operate in accordance with confidentiality and data protection legislation.
- Strong commitment to safeguarding and quality outcomes for children, young people, and their families.
- Commitment to equal opportunities and anti-oppressive practice.

Desirable

- Specialist skills in communicating with disabled children with communication needs.
- Possess a good level of understanding of Deprivation of Liberty (DoL) as it pertains to working with children.
- Strong knowledge of the Mental Capacity Act 2005, in relation to children and young people.
- Experience in child advocacy, social work, law, or a related field, with a focus on supporting vulnerable children and families.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

| Trigger Points | Corrective Driver Training Course or further action | Additional corrective training if appropriate or further action |
|---------------------------|---|---|
| Points on driving licence | 6 | 9 |

| Trigger Points | Discussion and advice on expected driving standards | Corrective Driver Training Course or further action | Additional corrective training if appropriate or further action |
|--|---|---|---|
| At fault accidents within a two-year period (whether work or personal) | 1 | 2 | 3 |

Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction

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| This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party | <input type="checkbox"/> |
| This role is not politically restricted | <input checked="" type="checkbox"/> |

| Professional fees and related occupational costs | |
|---|-------------------------------------|
| As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council | <input type="checkbox"/> |
| This role does not have any professional or occupational membership requirements | <input checked="" type="checkbox"/> |

| Clearances – Disclosure & Barring Service (DBS) | |
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| This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service. | <input type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed. | <input checked="" type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check | <input type="checkbox"/> |
| The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974. | <input type="checkbox"/> |
| This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role. | <input type="checkbox"/> |

| Clearances – Baseline Personnel Security Standard (BPSS) | |
|--|-------------------------------------|
| This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check. | <input type="checkbox"/> |
| This role is not subject to a BPSS check. | <input checked="" type="checkbox"/> |

| Clearances – Non-Police Personnel Vetting (NPPV) | |
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| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret'). | <input type="checkbox"/> |
| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members). | <input type="checkbox"/> |
| This role is not subject to a NPPV check. | <input checked="" type="checkbox"/> |

| Safeguarding | |
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| For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed. | <input type="checkbox"/> |
| For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, | <input type="checkbox"/> |

alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.



For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.