

Role Title	Volunteer Advocate
Purpose of Role	<p>There may be times when an individual needs a little help to get things done, for example needing assistance in accessing services. An advocate must be aware that the individual that they are working with is likely to be feeling low and vulnerable. They must remain sensitive to their needs and be very alert regarding safeguarding issues.</p> <p>A volunteer Advocate for Achieve with NERAF will represent a client's interests and assist them in obtaining the services they need.</p> <p>An advocate is someone who can help someone by arguing their case for them, and make sure the correct procedures are followed. For example a client who is having issues with her tenancy, her landlord is attempting to evict her. An advocate would work with the client and liaise with the landlord, involving any necessary services to ensure correct procedures are followed, always arguing the client's case.</p>
Main activities and tasks	<ul style="list-style-type: none"> - To listen to the needs and wishes of people seeking support - To help them achieve what they want for themselves - To represent their views, with their consent - To maintain confidentiality, except where you believe someone may be at risk - To oppose all forms of discrimination - To maintain a clear view on the purpose of the role - To obtain relevant information in order to offer support to your advocatee - To keep a record of all activity relating to the partnership - To maintain appropriate boundaries and professionalism

Volunteer Role Description - Advocate

<p>Quality, skills and experience required</p>	<p>Essential skills</p> <ul style="list-style-type: none"> - Caring - Non-judgemental - Reliability - Commitment - Good communication skills - Ability to listen - Ability to challenge - Ability to maintain confidentiality - Ability to work alone <p>Desirable skills/experience</p> <ul style="list-style-type: none"> - Personal experience/awareness of issues relating to substance misuse and their loved ones - Experience of working within the voluntary or public sector - Ability to search for information - Knowledge of local networks and services - Ability to learn new skills - Analytical skills - Negotiation skills
<p>Training provision</p>	<p>Comprehensive induction Safeguarding Equal Opportunities Relevant internal and external training as required for the role</p>
<p>Location</p>	<p>Gateshead Sunderland South Tyneside Darlington</p>
<p>Expenses</p>	<p>Any costs incurred performing duties: i.e. The cost of their journey from home to centre If volunteering over an agreed amount of hours they may be able to claim a set amount towards lunch</p>
<p>Point of contact</p>	<ul style="list-style-type: none"> - Volunteer Co-ordinator - Project Manager - Director
<p>Support and supervision</p>	<p>Regular and ongoing support and supervision will be provided to motivate and support volunteers to enhance their role and assist them to deliver quality services, enabling them to make a continuing and effective contribution to the success of the organisation and to their own continuing personal development.</p>