**ProMo-Cymru Trading Ltd**

**Everything starts with a conversation**

**Helpline Adviser Advocates (full-time, part time, sessional)**

**Cardiff office and/or home based**

**Salary: £22,221 - £26,276 (HAA) p.a.**

**£17,161 – £21,519 (trainee HAA) p.a.**

Working in the Social Action Team you will deliver rights based and person-centred information, advice, assistance and advocacy helpline services to children, young people parents, carers and professionals – including Meic/ Family Point/BVC/CVAG

You will be able to:

* make a positive connection with a wide range of people
* make a positive difference with people who contact you
* exercise a positive team influence
* work shifts including evenings and weekends

Ideally you will be able to:

* communicate in Welsh or be willing to learn

Secondments welcomed.

Closing Date: 10am, 11th March 2019

Interview Dates: 21st, 26th, 28th March 2019

Enhanced DBS required.

Applications packs are available to download from**:** [www.promo.cymru](http://www.promo.cymru)

For information please contact info@promo.cymru

Electronic application forms to be forwarded to:info@promo.cymru

Hard copy application forms to be forwarded to: 17 West Bute Street, Cardiff Bay, Cardiff, CF10 5EP

ProMo-Cymru is committed to equality of opportunity.

ProMo Cymru Ltd is a registered Charity No: 1094652 Limited Company No: 1816889

 

**Supplementary Information**

1. ProMo-Cymru currently delivers several helplines aimed at providing an information, advice, assistance and advocacy support service; these are aimed at different geographical areas and client groups

2. These include:

Meic (all Wales: Children and Young People): [www.meic.cymru](http://www.meic.cymru),

CVAG (Cardiff and Vale Advocacy Gateway, Adults): <http://cvag.cymru/>

BVC (Bridgend Advocacy Hub, Adults): <http://bridgendvoiceandchoice.cymru/>

Family Point (all Wales, families): [www.familypoint.cymru](http://www.familypoint.cymru),

3. We are currently looking to recruit applicants who demonstrate their suitability and / or potential to deliver the above.

4. We recognise the need to facilitate opportunities for learning and development to equip individuals with the necessary knowledge and skills to deliver. The extent to which this is required will determine whether applicants are considered for a trainee position or not.

5. Trainees will be given every opportunity to progress their learning and development to ensure incremental progress through the salary scale.

6. Sessional work is also available, and is remunerated within the HAA salary scale.

7. If you have any queries please direct these to socialaction@promo.cymru; these will be picked up and responded to as quickly as possible.

**END**