

ProMo Cymru Trading Ltd

Everything starts with a conversation

Job Description – Helpline Adviser Advocate

Salary:	£22,721
Location:	Cardiff office and/or home working
Hours of work:	Full time, part time (working shifts as part of a rota, which may be reviewed and changed as required)
Holidays:	25 days per annum (fte and pro rata if part time – not applicable for sessional)
Probationary period:	6 months
Position	Permanent subject to funding
Responsible to:	Helpline Practice, Quality, and Operations Lead

Vision:

ProMo-Cymru works to ensure young people and communities are informed, engaged, connected and heard.

How We Work

We work collaboratively to make links between people and services using creativity and digital technology. Supporting the third and public sectors to imagine, test and create better services.

ProMo works with communities through communications, advocacy, cultural engagement, digital and media production. Our work is informed by over 20 years of delivering digital youth information projects. We share this knowledge through training and consultancy, forming long term partnerships to benefit people and organisations.

ProMo is a registered charity and social enterprise; our profits are invested back into our community projects.

Job Purpose:

As a valued member of 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/BVC/CVAG/GATA

You will:

- facilitate the securing of people's rights and entitlements
- empower and enable people to make informed decisions
- equip people with skills and information to make changes in their lives
- assist in promoting people's resilience and health and well-being
- enable people's voices to be heard to influence change and make a difference

For further information please visit:

ProMo-Cymru: www.promo.cymru,

Meic: www.meic.cymru,

BVC: <http://bridgendvoiceandchoice.cymru/>

CVAG: <http://cvag.cymru/>

GATA: <https://gata.cymru/>

Specific Responsibilities:

I. Helpline

- To work on a 7 day rota shift system including weekends, and evenings (which may be reviewed and changed as required)
- To respond to and deal with contacts via phone, e-mail, text and instant messaging
- To deal with contacts from a diverse range of sources including (and not exclusive to) children, young people, parents, carers, professionals, concerned citizens
- To deal with contacts in respect of a diverse range of social care / support needs and issues
- To respond to contacts and provide accurate, relevant and appropriate information and signpost to online/digital resources and tools.
- To respond to contacts and signpost individuals to relevant public and third sector agencies and services as required and needed
- To respond to contacts and deliver assistance and / or advocacy by facilitating self advocacy, informal advocacy, formal advocacy, provide direct representation, refer to independent / statutory advocacy services
- To deal with safeguarding, and threat to life contacts and concerns as required, and in accordance with policies and procedures

- To provide on call and duty support on a peer support basis in respect of safeguarding, threat to life, and helpline staff cover as required, and in accordance with policies and procedures
- To maintain appropriate written records, collect monitoring data, and record all relevant information as required
- To cooperate with requests from management and administration
- To undertake administrative tasks as required
- To work flexibly and undertake other reasonable duties as required

2. Networking and Communication

- To foster and sustain good working relationships with other groups, services and agencies
- To liaise with and communicate effectively and professionally with a wide range of individuals, professionals, and disciplines
- To maintain and promote a positive profile of ProMo-Cymru's services to the external world
- To promote and raise awareness of ProMo-Cymru's services to the external world
- To deliver talks, presentations, workshops where appropriate and as required
- To organise displays and exhibitions and participate in / at events where appropriate and as required
- To disseminate literature and merchandise where appropriate and as required
- To contribute to social media (or similar) content, campaigns, and activity where appropriate and as required
- To maintain and adhere to appropriate professional boundaries

3. Learning and Development

- To take up and engage with arrangements for support and supervision
- To attend, participate and engage with practice exchanges, in-house training, team meetings, and any other relevant and appropriate internal meetings, as required
- To work autonomously and as part of a team
- To be responsible for your own learning and development alongside provision made by ProMo-Cymru
- To be responsible for your own health and safety, and well-being alongside provision made by ProMo-Cymru
- To support your colleagues, including (and not exclusive to) peers, trainees, work placements, volunteers, students, sessionals, and engage in shared learning and reflective practice
- To participate in annual appraisal
- To be aware of and adhere to all policies and procedures, and the Advisers' Handbook

Person Specification – Helpline Adviser Advocate

Requirement	Essential	Desirable	How Identified/ Assessed
Education/ Qualifications:	Your past, recent and on-going learning and professional development relevant to this post	Children and adult safe-guarding ASIST / suicide prevention Advocacy Helpline Rights Interventions	Application form
Understanding / Awareness / Knowledge:	<p>Your understanding awareness, and knowledge in respect of the relevance of:</p> <ul style="list-style-type: none"> - the UNCRC - Social Services and Well-Being Act <p>Your understanding awareness, and knowledge in respect of the relevance of policy relating to:</p> <ul style="list-style-type: none"> - mental health and emotional well-being - austerity, poverty and deprivation <p>Your understanding awareness, and knowledge in respect of services and resources available to meet a wide range of needs</p> <p>Your understanding awareness, and knowledge of advocacy</p>		Application form and interview

<p>Skills/Abilities:</p>	<p>Your ability to communicate effectively with a wide range of people with varying needs and in varying emotional states</p> <p>Your ability to communicate effectively on a face to face basis, on the phone, via instant message / webchat, text, and email</p> <p>Your ability to meet people's needs by giving information, advice and assistance</p> <p>Your ability to support people's self efficacy to achieve positive change</p> <p>Your ability to respond effectively to situations that are unanticipated / that you cannot plan and prepare for</p> <p>Your ability to plan, manage and organize your own time and work, and in the context of team working</p> <p>Your ability to record and maintain written records for data collection and reporting purposes</p> <p>Your ability to manage and work with a range of ICT</p>	<p>Ability to communicate through the medium of Welsh</p>	<p>Application form & interview</p>
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Experience	<p>Your experience of working with one or more of the following:</p> <ul style="list-style-type: none"> - (Vulnerable / under served) CYP - (Vulnerable / under served) adults <p>Your experience of working collaboratively with colleagues, professionals, members of the public, and other similar</p>	<p>Experience of working on a helpline.</p> <p>Experience of Advocacy</p>	<p>Application form & interview</p>
Attributes / Qualities:	<p>Rights – based</p> <p>Value - based</p> <p>Self awareness</p>		<p>Application form & interview</p>
Other requirements:		<p>Ability to drive, access to personal mode of transport, clean license</p>	<p>Application form</p>

The post-holder will be expected to undertake any other reasonable duties and tasks as requested and required, but which may not be specified within the job description.

This job description may be subject to review and changed to include such duties and responsibilities as are determined in consultation with the post holder. It is not intended to be rigid or inflexible, but should be regarded as providing a framework within which the individual works.



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,
CVAG (Cardiff and Vale Advocacy Gateway, Adults): <http://cvag.cymru/>
BVC (Bridgend Advocacy Hub, Adults): <http://bridgendvoiceand-choice.cymru/>
Gwent Access to Advocacy:
<https://gata.cymru/>
3. Training will be provided in house, and access to external training facilitated, as required, for induction and continuous professional development.
4. Shifts are organised through a rota published on a rolling 6 weekly basis. There is no set pattern. Shifts are 8 hours with one hour's worth unpaid lunch / break(s) as follows: 8am – 4pm, 4pm – midnight, and occasionally noon – 8pm. These operate every day, 7 days per week, Monday – Sunday, 365 days per year. There is flexibility in the system to allow shift swaps.

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