

ProMo Cymru Trading Ltd

Creating Conversations

Role Description – Sessional Social Action Helpline Adviser Advocate

Payment rate: £13.52 per hour

Location: Home working

Reporting to: Consultant Mentor

Vision: Working to ensure young people and communities are informed, engaged, connected and heard

How we work: ProMo-Cymru 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.

Purpose:

- facilitate the securing of children and young people's (CYP) rights and entitlements
- empower and enable CYP to make informed decisions
- equip CYP with skills and information to make changes in their lives
- assist in promoting CYP resilience and health and well-being
- enable CYP 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.

Responsibilities:

- 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 children, young people, parents, carers, professionals, concerned others

- 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
- To respond to contacts and signpost individuals to relevant face to face public and third sector agencies and services as required and needed
- To respond to contacts and signpost individuals to relevant online resources 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 maintain appropriate written records, collect monitoring data, and record all relevant information as required
- To take up and engage with arrangements for support
- To attend, participate and engage with practice exchanges, in-house training, team meetings, and any other relevant and appropriate internal meetings
- To support colleagues
- To have a clear DBS check

Role Specification – Sessional Social Action Helpline Adviser Advocate

- Your past, recent and on-going learning and professional development relevant to this post
- Your understanding and knowledge of the UNCRC, Social Services and Well-Being Act, Advocacy, Mental Health and Emotional Well-Being (MHEWB)
- Your experience of working with CYP, and the resources and services available to them
- Excellent communication skills (including telephone, online messaging and SMS) to be able to establish rapport, and deal with range of presenting emotions and concerns
- Good range of intervention skills including information giving, coaching, referral, crisis / distress
- Values and attributes to include: reliability, rights based, equality, solution focused (stop / start / change), self awareness

