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| Job Title: | Advocacy Administrator |
| Location: | Glasgow |
| Hours: | Part-Time 20 Hours |
| Responsible to: | Service Manager |
| Key working Relationships: | Service Manager, Advocates, Partners, External organisations |

Our mission is to support disabled and disadvantaged people of all ages in transformational and empowering ways to live fulfilling and inclusive lives.

About the organisation:

Circles Network is a UK wide voluntary organisation renowned for building inclusive communities on the foundations of justice, advocacy, empowerment, and friendships.

Our mission is to support disabled and disadvantaged people of all ages in transformational and empowering ways to live fulfilling and inclusive lives.

Our work is organised into four key segments:

- Circles Community
- Circles Advocacy
- Circles Equine
- Circles Academy

We are dedicated and passionate individuals who are committed to delivering the highest quality support with the values of inclusion at the heart of everything we deliver.

Circles Advocacy Glasgow:

Circles Network Advocacy service provide a professional, independent advocacy service for individuals detained under the Mental Health (Care and Treatment) (Scotland) Act 2003 or the Criminal Procedure (Scotland) Act 1995 in medium secure care (Rowanbank) and low secure care (Leverndale) in Glasgow. Most of the individuals we support are detained and may have had contact with criminal justice services.

Our core funding comes from NHS Greater Glasgow and Clyde and the West of Scotland Forensic Directorate.

In addition to providing advocacy in a hospital setting we also provide an advocacy service for those recently discharged to the community for a three-month period following discharge. The areas we cover include male and female admissions, male and female rehabilitation, the national learning disability Unit, pre-discharge and community outreach. In addition to independent mental health advocacy, we facilitate independent consultations for third sector organisations.



The Values of Inclusion

All the work carried out by Circles Network is underpinned by a strongly held set of values and beliefs known as the values of inclusion. This philosophy, where all people, regardless of ability, are seen to be citizens of worth, drives us in our mission.

We believe that:

- everyone has a voice and the right to be heard
- all people have dreams and aspirations
- all people have capabilities and qualities
- all people should have power and control over what they do now and in the future
- the whole community can benefit from embracing diversity
- all people should have the opportunity to lead ordinary and valued lives
- all people have the right to live in and be part of the community
- all people need friendships and independent relationships, a natural support network
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Summary:

This role has a primary aim to assist with office administration, data processing, information technology and graphic design alongside other tasks to support the advocacy team. You will also provide some advocacy support (training provided).

Main duties and responsibilities:

- Reception, telephone, and hosting duties.
- Provide basic advocacy support and general information as agreed by the Service Manager (training will be provided).
- Entering and maintaining information through use of databases and filing systems, whilst adhering to confidentiality policies.
- Scanning and shredding.
- Compiling reports as required by the service.
- Maintain communication amongst team members, processing post and distributing telephone and email messages.
- Office system development and management, keeping the offices organised and tidy, ensuring supplies are ordered as required.
- Assist with the preparation and execution of conferences, events, training and meetings, collecting and collating materials, setting up rooms, booking venues and clearing away.
- Assist Manager with petty cash management in liaison with the finance department.
- Help with gathering information, researching specific issues as requested.
- Assist with the coordination of diaries, travel arrangements, communication with internal and external agencies and the production of materials required for team use.
- Support in finding cost efficiencies in the running of the service/project.
- Participate in the formal and informal work practices, training and development in accordance with Circles Network policies.
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- Carry out any other duties commensurate with the post as directed by the Service Manager.

Person Specification:

Qualifications and Training:

- A higher education qualification or equivalent in English, IT, Business Administration or similar, or equivalent experience.
- Relevant qualifications or experience in using the Microsoft package of products including Word, Access and Excel
- Training, or a willingness to attend training, in augmented communication methods such as Talking Mats, Makaton, Board Maker

Experience:

- Experience of supporting people with health conditions including, but not limited to disabilities, mental ill health, chronic illness, Acquired Brain Injury, drug or alcohol issues, autism.
- Experience with handling confidential data sensitively and in line with data regulations and legislation.
- Ability to produce complex database reports and graphs using various programmes.
- Experience of working in an office.

Personal Attributes:

Competence - to have the ability to carry out your work efficiently and effectively.

- Show initiative in the absence of immediate direction and support and be prepared to call on assistance as required.
- Demonstrate a high level of accuracy and attention to detail.
- Demonstrate an ability to be organised and set up office systems.
- Show effective time and stress management skills.
- Demonstrate logical thinking.

Commitment - to show dedication and attentiveness towards those you support and the wider organisation.

- Ensure that you are adequately trained in the Safeguarding of Children and vulnerable adults and that you follow policies and procedures set out by the organisation.
- Show a flexible attitude towards working hours.
- Show good time management.
- Demonstrate a continual drive at personal and service improvement and growth, and support initiatives to further develop advocacy services across Scotland and the rest of the UK.
- Show a willingness to actively participate in project training for the development of skills to improve interpersonal working with vulnerable people



and other agencies as a means to promote and further the work of the Project.

Care and Compassion - to have an understanding of how other people may be feeling, showing concern/interest in their issues and lives.

- Be able to demonstrate an attitude which celebrates and respects difference and be tolerant towards individuals, colleagues, and other community members.
- To understand the social model of disability, the values of inclusion, equal opportunities, and disability equality issues.
- Be able to deliver a warm, welcoming, and diplomatic approach.

Communication - to be able to successfully share ideas, feelings and information.

- To show exemplary interpersonal skills, demonstrating a diplomatic style of communication.
- Have good spoken and written communication skills.
- Demonstrate the ability to communicate well with widely diverse groups of people, to take messages and act on instruction where required.

Creativity - to use imagination and original ideas to support the development of your work.

- To have the ability to create accessible materials to support different communication styles and preferences.
- Ability to be creative with graphics and produce graphs with excel.

Intuition and Self Awareness - to understand instinctively those you support and be aware of the impact you have on others.

- Be patient, tactful, diplomatic, and approachable.

Authenticity and Integrity – to be an honest and genuine person.

- To have, or be willing to undertake, a Protecting Vulnerable Groups criminal records check to evidence that you are not a risk to vulnerable people.
- Be keen to attend professional development, supervision and appraisal processes.

Connection - to show connection in your relationships.

- Be able to develop trusting relationships with everyone you work with both advocacy partners and agencies and to work positively with professionals to ensure the organisation is well represented.
- Be able to stay calm in difficult situations.



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- Be able to demonstrate your ability to work in a team.