

Who Cares? Scotland Job Specification

Post title	Advocacy and Participation Coordinator (North)
Salary range	£30,059 – £33,398 per annum
Hours of work	35 hours per week (some evening and weekend work is required)
Contract	Permanent
Area	North Region
Base location	Inverness office and flexible homeworking, with travel throughout the Highland region.
Responsible to	Advocacy and Participation Manager – North
Last update	July 2023

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland.

At the heart of Who Cares? Scotland's work are the rights of Care Experienced people, and the power of their voices to bring about positive change.

We provide individual lifelong relationship-based independent advocacy and a broad range of imaginative participatory and engagement opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and communities to broaden understanding and create change. We work with policy makers, leaders and elected representatives locally and nationally to shape law, policy and practice, working together to build on the aspirations of [The Promise](#) and secure positive change.

Purpose of the post

As part of the North Locality Team, the Advocacy and Participation Coordinator will play a key role in supporting the Advocacy and Participation Manager and the wider team to deliver advocacy and participation throughout the North Region.

The purpose of the post is to assist in the provision of leadership and direct management of Who Cares? Scotland's Advocacy and Participation Workers (APW) within the North Region. The post holder will assist in developing and leading all advocacy and participation within the

locality, taking on responsibility for specific areas of work as agreed, and will contribute to the achievement of Who Cares? Scotland's strategic and operational plans.

The post holder will be an innovative, strategic thinker who thrives within a supportive team whilst working with a great deal of autonomy and responsibility. The post holder will inspire and build the skills and confidence of a diverse staff team delivering independent advocacy and participation opportunities for Care Experienced children and young people.

Main duties and responsibilities

1. To support the development of advocacy services in line with the contractual agreements within the North Region, monitoring delivery of these and ensuring standards are maintained.
2. To provide leadership, line management support and direction to identified staff within Who Cares? Scotland.
3. To ensure appropriate allocation of workload within your lead area.
4. To deliver advocacy services as required, in particular taking on more complex cases.
5. To influence and develop the strategic direction of services within Who Cares? Scotland.
6. To report on outcomes and progress towards strategic objectives within your lead area.
7. To be responsible for the compliance of local contracts within your lead area.
8. To establish and maintain strategic relationships with key partner organisations within the sector.
9. To represent the organisation locally, regionally and nationally as delegated by the APM.
10. Contribute to the organisations policies and procedures in line with local and national strategic and legislative change.
11. To use the findings of our work to influence policy and practice within the sector.
12. To develop and sustain partnerships with individuals, other organisations and local authority departments to ensure effective inter agency, inter disciplinary working.
13. To ensure that appropriate detailed records of work undertaken are maintained in line with organisational policy and undertake monitoring and reporting of statistics.
14. Ensure the participation of children and young people locally as part of Who Cares? Scotland national and local work.
15. Oversee the preparation of quarterly liaison reports and annual reports which are based on the agreed outcomes for your area of responsibility and attend liaison meetings as appropriate.
16. Organise and facilitate Who Cares? Scotland discussion and consultation groups.
17. Promote a children's rights-based approach to practice through effective leadership.
18. Ensure that all services provided meet agreed service levels, standards and outcomes.
19. To implement both the organisational and local child protection procedures in respect of issues raised by Children and Young People and ensure appropriate action is taken.
20. To ensure the recording and reporting of unmet need within your area of responsibility.
21. Work in line with local child protection procedures in respect of issues raised by Children and Young People
22. Adhere to Who Cares? Scotland policies and procedures and values at all times.

23. Ensuring the team are adhering to Who Cares? Scotland policies and procedures and values at all times.
24. Carry out any other duties commensurate with the post as agreed by your line manager.

Communication

The post holder will have key contacts with:

- Children and young people from Highland within a variety of settings including school, residential school, foster placements, kinship care or home settings.
- Partners and professionals across the North Region, including the Local Authority, other public sector Corporate Parents and the Third Sector.
- National and regional networks that support Care Experienced children and young people, and its positive impact on care.
- The North Region team and the broader Who Cares? Scotland team.

Teamwork is crucial to the smooth running of the organisation and all team members are required to play an active part, operating from a place of Equality, Respect, and Love in every interaction. This is important in relation to liaison with colleagues and, ensuring that the service provided meets service level agreements and contributing to the national work of the organisation.

Working environment

The post holder will be based in the Inverness Office, with homeworking flexibility, and travel predominantly throughout Highland, and sometimes further to meet with Care Experienced People, and to attend organisational events and training opportunities. A full driving licence and access to transport is required. The remit of this role requires flexibility which includes some evening and weekend work and occasional overnight stays.

Attitudes and values

Commitment to:

- Child and Human rights
- Working inclusively with an understanding of equal opportunities practices
- Belief that young people can make transformative change happen in their lives if given the opportunity and the correct supports and opportunities
- Working in partnership with young people, empowering them to shape their own lives and make decisions about their own lives
- Inter-agency and inter-disciplinary working to improve outcomes for children and young people
- Developing best practice through regular support and supervision, training, and development opportunities
- Create a positive team mentality working with the manager.

Essential knowledge, skills and experience

Qualifications:

- While we would welcome the knowledge gathered through relevant qualifications, we are just as interested in relevant work experience with children and young people
- Demonstrable continuing professional development in relevant areas
- A current full driving license

Knowledge:

- The Children's Hearing System
- The issues affecting children and young people in care or with experience of care
- Awareness of the care system in Scotland
- Children's rights
- Child protection issues
- Legislation relevant to Care Experienced children and young people
- Independent advocacy and the SIAA Principles, Standards and Codes of Best Practice
- Current developments, policy and practice in relation to children and young people experiencing care in Scotland

Skills and competencies:

- Ability to manage your time, workload and staff team to effectively meet deadlines
- Ability to effectively evidence and plan work
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships
- Communicate effectively and appropriately as a manager, both verbally & in writing, to a range of internal and external audiences
- Ability to form positive relationships with children and young people
- Ability to work collaboratively as part of a team and on own initiative
- Ability to work some evenings and weekends, with possible overnight stays
- Ability to travel to isolated locations, where there may be limited public transport
- Willingness to learn and develop your skills
- A reflective approach to your work and service delivery
- A positive can do attitude

Experience in:

- Supervision and support of staff and volunteers
- Motivating and leading a diverse staff team
- Managing budgets and performance targets as well as reporting as necessary to funding bodies is desirable
- Working directly with children and young people, both individually and in groups
- Working in an inter-agency, inter disciplinary way within voluntary or statutory sector
- Report writing and evidencing practice
- Delivering training to a range of audiences

We welcome and encourage applications from those with experience of care.