

## Helping others participate and engage (HOPE)

### Independent Volunteer Advocate Role Description

#### Independent Volunteer Advocate Role Summary

You'll support people in your local community to have their views, wishes and feelings heard and to achieve their personal aspirations and goals. Within this role you'll support people with their issues or concerns and ultimately empower them to be able to resolve similar issues themselves in the future. Together you'll develop a personal action plan and work to achieve their aspirations.

#### What an Independent Volunteer Advocate does

As an independent volunteer advocate you'll help people to:

- Engage with others so they feel involved and supported
- Participate so they don't feel left out, isolated or disempowered
- Feel included
- Get the support they need, when they need it, based on what matters to them
- Understand their options and choices
- Choose what they feel is best for them given all the relevant information
- Understand what services might be available to them and what they can expect from services
- Be fully involved when decisions are being made that affect them
- Feel in control and equal to those around them
- Make sure their rights and entitlements are understood and upheld
- Understand what's happening at meetings or appointments
- Prepare for meetings
- Say what matters to them in meetings or sit alongside them to give support
- Look at ways to make them feel safe if they have been or are at risk of being harmed

#### Key skills or knowledge of an Independent Volunteer Advocate

- Listening to people and hearing their wishes and aspirations
- Understanding of older people's issues
- Understanding carers issues
- Empathising with people
- Ability to empower people
- Patience and understanding of older people's situations
- Ability to plan a way forward with someone
- Ability to communicate clearly with others
- Ability to help people process information
- Ability to explain things in clear concise ways
- Lived experiences to draw on
- Positivity
- Good time keeping
- Ability to keep information confidential (as appropriate)

## **Key tasks for an Independent Volunteer Advocate**

- Helping someone to understand the advocacy role at the start of the first meeting with them, including what you can and cant do
- Establishing appropriate ways of working to meet each person's needs
- Developing an action plan with the person wanting advocacy support, working together towards achieving their desired outcomes
- Enabling the person to shape the advocacy support they wish to receive
- Exploring and researching options that are available to the person
- Being there with someone if they need support at a meeting
- Making phone calls, sending emails, helping to write letters or filling in forms
- Providing the support agreed in the plan and reviewing regularly what progress is being made with the person being supported
- Appropriately ending the support when all issues have been resolved and in agreement with the older person or carer
- Attending meetings with your supervisor at Age Cymru as agreed and updating regularly on the status of the support being provided including any concerns
- Keeping records of your meetings and complying with data protection regulations, ensuring that our client information is kept confidential.
- Adhering to all Age Cymru values, policies, and procedures
- Responding to the requirements and requests by your supervisor at Age Cymru

## **Additional Information**

- An enhanced Disclosure and Barring Service (DBS) check will be required on all volunteer advocates
- Support will mainly be provided over the phone or via video call. Where appropriate, a hybrid approach based on the needs of clients can be applied, with some face to face contact arranged.
- Age Cymru is following Welsh Government and Public Health Wales guidance and risk assessments to keep all staff, volunteers and clients safe.