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**Job Description**

**Job Title:** Support and Advocacy Advisor

**Salary: £27,335 (pro rata)**

**Hours:** 18 hours per week (flexible working will be possible)

**Leave:** 32 days holiday per annum/Pro Rata plus bank holidays

**Contract:** Funding is available of this post for 3 years, with your help we will secure more.

**About Favor UK**

Favor UK (Faces and Voices of Recovery) are a national charity, made up of individuals in recovery, their friends and families and Community Recovery Organisations.

We are a policy advocacy movement that is taking on issues of discrimination, social justice and service access. A public and professional education movement, intent on challenging stigma.

We are dedicated to organising and mobilising the recovery community, in recovery from addiction to alcohol and other drugs. Including families, friends and allies into recovery community organisations and networks.

Our aim is to promote the right to recovery through advocacy and education, demonstrating the power and proof of long-term recovery.

**About this project**

Our exciting project is focused on reducing barriers to drug and alcohol treatment, looking at local issues facing people seeking support from these services. The Support and Advocacy team will involve and consult with those with lived experiences to help drive change, improving pathways into treatment and ease access. The focus will look at the practical impact and empower people with entrenched addiction issues, consulting with expert lived experience to deliver more informed and enriched services.

The team will be outreach based, working in local communities and support individuals to access services and advocate on their behalf. Learning from past experiences, we will work alongside individuals, reducing barriers to treatment and ensure that pathways fit with their needs.

This approach aims to improve individual outcomes whilst learning about the wider societal and systemic changes that are required.

**About the Role**

As the Support and Advocacy Advisor you will be providing advice, advocacy and support on all areas of drug/alcohol treatment including signposting to relevant partner organisations such as housing, homelessness projects, money and debt and welfare benefit services.

Support includes; completing a full assessment and agreeing the needs of the individual, developing action plans and keeping accurate records. Establishing and developing relationshipswith relevant external organisations and services will be key in this interesting and challenging role.

We welcome applicants with lived experience of addiction (self or family member) and experience in advocacy, support and advice giving to people with complex needs. The ability to work with a wide variety of stakeholders is important, as is a proactive, client-focused and collaborative approach, great relationship building skills, respect for others’ opinions and the ability to deal effectively with change.

You will be expected to be involved in the wider work of the organisation in relation to campaigns and policy work such as taking part in recovery walks and other events that we may organize during the year. We will also be looking for you to help with ongoing funding applications, and to be involved in sourcing new funding streams .

**Main Objectives**

* Support the delivery of the programme locally and nationally, engaging with those with lived experience of addiction.
* Deliver a professional, impartial and outcome focused advice and support service to our clients.
* Take part in job relevant training and skills development courses.
* Work closely with project partners to ensure the whole project operates effectively in the best interests of service users.
* To establish effective professional relationships with relevant external statutory and voluntary organisations and services, including adding to the developing of joint working protocols and referral pathways.

**Key Responsibilities**

* Provide advice on all areas of drug and alcohol treatment. Including MAT, ORT or Residential Rehabilitation. Ensuring that our clients are given advise on pathways that they are interested in exploring towards their eventual recovery.
* Support on the development and delivery of the new project.
* Consult with individuals and key stakeholders nationally to determine ‘what better looks like’
* Facilitate and encourage responses with those with lived experience to co-produce and develop plans and processes to manage the initiative.
* Report on and share knowledge and information throughout the project
* Raise and proactively help to resolve issues in a timely manner
* Record key information and data using a range of IT including Microsoft office, word, excel to support both internal and external resources.
* Collect and collate service user feedback to incorporate into local and regional planning and commissioning processes and service specific evaluations
* Develop strong relationships with key stakeholders and partners both internally and externally and establish a programme of outreach activity
* Ensure that the wishes and rights of the individual are upheld at every stage of their journey.

**Person Specification**

Please demonstrate in your application how you meet the criteria below:

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| --- | --- | --- | --- |
| **Criteria** | **Essential**  | **Desirable** | **Where evidenced** |
| **Experience**Direct lived experience, or as a family member of someone who is/has been in addiction Lived experience or as a family member of homelessness, poor mental health or other complex/relevant issuesExperience in working in a support and advice giving role. This may include; peer mentor, peer advisor, volunteering  | XX | X | Application/InterviewApplication/InterviewApplication/Interview |
| **Knowledge**A good understanding of the issues and problems people experience whilst using substances and moving into recovery, including physical, mental health, housing, debt, family/parenting support needsAn understanding of the barriers to accessing drug and alcohol treatment servicesUnderstanding and to maintain clear boundaries in the working relationshipBasic knowledge of safeguarding adults and children, GDPR and other core skills to ensure client, organisation, staff safety and the wider community at all times.  | XXXX |  | Application/InterviewApplication/InterviewApplication/InterviewApplication/Interview |
| **Skills**A confident and experienced communicator with sound negotiation skills with the ability to be both diplomatic and assertive to meet the needs of our client group Basic computer skills, including Microsoft platforms (Word, Excel etc), Google Docs, internet and email systems and a desire to develop and learn new skills. Ability to manage & plan own workload effectively, ensuring all appointments and case notes are kept up to dateExperience of contributing to & sourcing funding applicationsAmbitious to help build a very small organisation into a national caseworker service resource  | XXXXX |  | Application/InterviewApplication/InterviewApplication/Interview |
| **Attitude**A willingness to walk alongside those who are currently experiencing a range of issues. Offering support and advocacy where required. A growth mindset, with a focus on continual personal and organisational improvement.Demonstrates respect for diversity, culture, values and choices of our client group and promotes equal opportunities | XXX |  | Application/InterviewApplication/InterviewApplication/Interview |

**Required Behaviours**

The Favor UK behaviours are the attitudes and approaches we take to our work; how we do things, how we treat each other and expect to be treated both internally and externally. These are outlined below.

* We work together to achieve our purpose – to reduce the drug deaths in Scotland.
* We enable decision making by giving people the tools, they need to make well informed decisions.
* We are open to risk and learning from our experiences by learning from our failures and successes, by being reflective and giving and receiving feedback and by being proactive and taking initiative

**Please note**

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.

**How to apply**

Please fill in the application form, which will ask you to demonstrate how meet the points outlined in this description and the following behaviours