

The culture at TCF is one of flexibility, friendliness and understanding towards stakeholders and each other, with a focus on achieving outcomes, amplifying voices and tackling inequality.

Essential Criteria (desirable criteria in brackets)	Evidenced through
Experience	
Providing instructed advocacy support (non-instructed advocacy desirable)	CV covering letter
Work with vulnerable people such as people who have a mental health problem, physical impairment or learning difficulty	CV covering letter
Paid or unpaid work within the health and social care sector (voluntary sector desirable) with vulnerable client groups	CV covering letter
(Working to statutory adult and children safeguarding requirements)	CV covering letter
Skills	
Keeping accurate records and maintaining confidentiality	CV covering letter
Working in an empowering and empathetic way with people who need support	CV covering letter
Ability to be assertive on behalf of clients with professionals	CV covering letter
Excellent communication and listening skills, including excellent written skills	CV covering letter
IT skills, including word processing, use of e-mail, internet and databases	CV covering letter
Excellent organisational skills	CV covering letter
Ability to prioritise, work under pressure and to deadlines and within the boundaries of the service	CV covering letter



the heart of social inclusion

Person Specification
Complaints Procedure Advocate

Ability to work as part of a team and on own initiative	CV covering letter
Knowledge	
Understanding of the need for and potential role of advocacy in a statutory sector setting	CV covering letter
(Understanding of the Mental Health Act, Mental Capacity Act, Care Act, The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, Children Act 1989)	CV covering letter
Personal	
Ability and willingness to travel efficiently throughout the West of England	
Prepared to undertake all necessary training for this post	