

ECHO FOR EXTRA CHOICES IN HEREFORDSHIRE

 ADVOCACY ASSISTANT JOB DESCRIPTION

ECHO is a charity mainly working with people with moderate or severe learning difficulties. We also support people with mental health needs or who have physical or sensory impairments. ECHO runs 30 different activities each week in community settings across Herefordshire. We are based at 40 West Street, Leominster where we have a shop with offices above.

ECHO is committed to providing services that promote choice, rights and independence for disabled people in Herefordshire. We make sure that we involve and inform disabled people about the services we provide.

**Main purpose of post**

To assist the Participant Involvement Worker in carrying out their role.

## Main duties

1. The post holder will be required to coordinate and maintain administrative systems with regards to our advocacy and referral work
2. Support the Participant Involvement Worker to co-ordinate advocacy activities
3. Administration of the incoming and outgoing participant process for ECHO Projects.
4. Entering and maintaining information through use of CRM databases and filing systems.
5. Compiling monthly reports and additional reports as required.
6. Creating or updating documents and policies into easy read formats
7. Collating and submission of national accreditation evidence.
8. Co-ordinate weekly meetings, taking and distributing minutes.
9. Assist with the preparation and execution of conferences, events, training workshops and meetings, collecting and collating materials, setting up rooms, booking venues and clearing away.
10. Assist collating information for ECHO’s monitoring and evaluation systems, including using databases and spreadsheets.

1. To attend relevant training events/activities.
2. Attending ECHO staff meetings, AGM, and other ECHO activities as required.
3. Working within all policies and procedures of ECHO.
4. Work with the participant representative group and trustees to ensure those who use our services are listened to and engaged.
5. Undertaking any other duties commensurate with the post, as requested by your line manager.

## Advocacy Assistant Administrator Person Specification

The post holder will need to have some or all of the following qualities and experience:

|  |  |  |
| --- | --- | --- |
| **Experience** | * Experienced in providing administrative support in a demanding environment.
* Experience of using Microsoft Office suite software in a work environment
* Experience of working with people with learning disabilities either in a paid job or as a volunteer
* Experience of organising and running meetings, conferences and events
 | EssentialEssentialDesirableDesirable |
| **Qualifications****and Training** | * Attendance on any courses relating to skills training for IT
* Good standard of English and maths
 | EssentialEssential |
| **Skills and Abilities** | * Ability to relate to a wide range of people
* Ability to handle a wide range of activities and prioritising these effectively
* Accuracy and attention to detail, and the ability to work to tight timeframes
* Good keyboard/word processing skills
* Good office, organisational and time management skills
* Be able to communicate and convert complex information into an accessible format
 | EssentialDesirableDesirableEssentialEssentialDesirable |
| **Knowledge** | * Develop and maintain excel spreadsheets
* Understand the importance of confidentiality
* Understand the principles of advocacy
 | Desirable DesirableDesirable |
| **Other Factors** | * Tact, patience and diplomacy. Ability to maintain a sensitive and professional approach towards colleagues and service users, mindful of confidentiality and anti-discriminatory practices.
* Willingness to undertake further skills training as deemed appropriate for the job
* Empathy with ECHO’s aims, values and objectives.
 | EssentialEssentialEssential |

**Terms and conditions**

**Hours:** 15hrs per week

**Salary: £10,214.01 (Pro rata)**

**Annual leave:** Entitlement is 6 weeks’ annual leave per annum (Jan to December). This includes pro rata bank holidays and a mandatory week at Christmas when all ECHO activities are closed.

**Sickness entitlement:** All employees are entitled to up to 6 weeks on normal pay, including any Statutory Sick Pay (SSP) entitlement. Employees whose normal earnings are in excess of the Lower Earnings Limit for payment of National Insurance Contributions may also be entitled to SSP for up to 28 weeks in any period of incapacity. Any previous period of sickness absence in the 12 months preceding the first day of the new period of absence, will be counted against the absence. Trustees may make a discretionary decision to extend periods of full or half pay to individual members of staff in situations of specific need and within the available resources of ECHO. Any such decision would be at the request of the chief officer to a meeting to the full board of trustees.

**Pension:** ECHO offers the NEST (National Employment Savings Trust) pension scheme to employees.