



## **RECRUITMENT PACK**

## **ADVOCACY SUPERVISOR**

**CLOSING DATE 23rd NOVEMBER 2020**

## Introduction

Thank you for your interest in joining Living Well, Bromley. Living Well aims to build a caring community, where people feel accepted, loved and valued. Based at Holy Trinity Beckenham church in Penge, Living Well has grown significantly. We began in 2011, with just a handful of people meeting for lunch once a week. Now, there are activities happening almost every day; including advocacy, a foodbank, art therapy, a community garden and help with addiction, debt and mental health. Some of the people who come to us are living in poverty, or struggling in other ways. Many of them tell us that they feel very alone. Increasingly, people come to us with complex and multi-faceted problems, including debt, addiction and homelessness.

Our hope is that everyone taking part in Living Well will feel welcomed as part of the community and experience friendship and a sense of belonging. We are currently seeing increasing numbers coming for help. In order to respond to this rise in demand, we are looking for an Advocacy Team Supervisor, who will bring energy, expertise and commitment as we plan for the future. This information pack tells you more about Living Well and the people who take part, as well as the type of person we are looking for and how to apply. We hope that you will find it of interest and look forward to hearing from you.

## About Living Well Bromley

Our aim is to build together a caring community, where people feel accepted, loved and valued. Living Well achieves its aim by working with partners to support vulnerable people - with addictions, mental health problems, debt, homelessness or other reasons - in Penge and the surrounding area. The services we provide include:

- Foodbank - open three times each week
- Hot lunches every Friday
- Advocacy support
- Community garden
- Help with addiction
- Advice with debt and benefits
- Homelessness support
- Mental health support
- Listening and drop in
- Art therapy

- Music, storytelling and a community choir

Living Well supports up to 200 people each week, through the provision of food from our foodbank and our community meal and in activities such as art, gardening and music. The services we offer, and those offered by our partners, take place alongside the opportunity to chat over a meal or cup of coffee where people can feel valued and cared for.

Since the Coronavirus outbreak, we have reviewed all our services and processes to ensure they are Covid secure. Our food bank now takes place outside during dry weather and when the weather is poor, we move inside with a clear, 2 metre queuing systems. Everyone must wear masks, have a temperature check and sanitise their hands. Our Community Lunch is now a take away meal and our Advocates meet our guests with plenty of social distancing in place.

## Our advocacy service

Our advocacy service is 18 months old, is growing fast and is central to Living Well's vision. We have an active team of advocacy volunteers and are seeking a supervisor to provide support for these volunteers as well as providing advocacy services directly. We are delighted that we have achieved AQS accreditation.

One third of the people who come to Living Well are homeless, or sofa-surfing. 73% of people are receiving, or waiting for benefits. 15% tell us that they have no income at all. At present, we support approximately 30 people per month with advocacy support, covering a range of issues from Universal Credit to hoarding. We work with Living Well's partner agencies to provide referrals, including for issues of addiction, homelessness and mental health support.

This role is a great opportunity to help shape and grow our advocacy team and service, with the support of Living Well's trustees and other team leaders.

Living Well is part of the ministry of Holy Trinity Beckenham. We work closely with our partners, including other churches, Bromley Drug and Alcohol Service and Christians Against Poverty. We have strong links with housing associations and homelessness charities, to help people find accommodation. We receive donations of food and money from local people, supermarkets and businesses. We are well supported by our local MP, Ellie Reeves, by the local police and other statutory agencies.

## A typical Covid week at Living Well

**Saturday** Up to 40 people use the foodbank, open 10.30am - 12pm. Community gardening session. Food collection from supermarkets.

**Monday** 6 people take part in our art therapy group (numbers reduced from 12 because of Covid)

**Tuesday** Food donation drop off and sorting 12.00 - 2.00pm. Up to 40 people use the foodbank, open 3pm - 4pm. Advocacy support available.

**Thursday** Food donation drops off and sorting 12.30- 2.00pm. Collection of food from supermarkets, cooks begin preparing Friday meal.

**Friday** Up to 100 guests enjoy our take away community lunch. Foodbank open, Music shared outside by Blend choir. Advocacy support available. Collection of food from supermarkets.



## Job Description

### Living Well Advocacy Supervisor

#### Main tasks:

- Manage complex case work for those who are most vulnerable in society
- Along with Advocacy Team Leader put together a training program for volunteers to deal with complex cases and debt management
- Mentor and train volunteers and provide any support they need.
- A working knowledge of the Advice Pro case management software
- Provide cover for the Advocacy Team Leader as needed
- Assist guests to have their voices heard on issues that are important to them; defend and safeguard their rights

#### Additional tasks:

- Provide guests with one-to-one support
- Keep clear and full records for all casework and update records as needed
- Liaise with Local Authorities, Government Bodies, health professionals, DWP, welfare, advice and other support agencies and build relationship at senior level
- Apply for grants to assist guests in crisis, to obtain white goods and furniture
- Deal with appeals on behalf of guests such as against housing and DWP decisions
- Accompany guests to appointments as required, including DWP assessments and appeals
- As agreed, develop expertise in one or more specific area of advocacy work

#### Requirements

- Satisfactory enhanced DBS report
- Satisfactory references

**Reporting to:** Advocacy Team Leader

#### Person specification:

- To be a team player

- The ability to be non-judgmental, listen and show compassion
- Experience and knowledge to deal with complex and diverse workload
- Able to make sense of several different but interwoven issues and agree an approach to resolve these with guests
- Able to provide case notes of good quality
- Qualification is training and mentoring others
- Experience of dealing with common concerns for guests including housing, homelessness, debt, and welfare benefits and an understanding of suitable approaches to resolve those concerns
- Experience of managing or supervising staff and/or volunteers, mentoring and training to build skills and confidence in dealing with guests and their concerns
- Commitment to following issues and cases through to a resolution
- Ability to carry out research (e.g. into facilities, possible approaches, or law/policy/procedures)