



## **Citizens Advice - Kushti Bok Advocacy Project**

### **Advocacy Worker – Job Description and Person Specification**

**Role purpose:** To deliver an advocacy service for members of the GRT communities in Dorset and BCP.

#### **Overall purpose of role**

To provide advocacy on a wide range of issues for Gypsies and Travellers in Dorset and BCP, giving advice, information and signposting to other organisations and partners..

#### **Context**

The advocacy project is a new 5 year project building on a successful pilot. The service will provide information advice and support to Gypsy Roma and Traveller (GRT) communities in Dorset and Bournemouth Christchurch Poole (BCP), both those living on sites, those living in the wider community, and those 'on the road' ie. passing through the area. It will also raise awareness of the issues faced by these communities. The project is led by Citizens Advice Central Dorset working with two key delivery partners, Citizens Advice Bournemouth Christchurch and Poole and Kushti Bok, a Dorset-based charity,

This project builds on a pilot partnership project between Citizens Advice Central Dorset (CACD) and Kushti Bok which brings together Citizens Advice, with its expertise in providing information and advice on a range of subjects, with Kushti Bok, a Dorset based charity made up of Gypsies, Travellers and others who have strong links with those communities, and which aims to give a voice to the Gypsies and Travellers of Dorset. Through the project Citizens Advice will employ several advocacy workers (up to 2 FTE), and Kushti Bok will support the development and promotion of the project with the GRT communities, and will raise awareness of the issues faced by these communities with partners, stakeholders and others, including by providing training and briefing sessions.

The advocacy worker(s) will be employed by either Citizens Advice Central Dorset or Citizens Advice BCP.

## **Key Responsibilities and Duties**

- To provide advice, information and support to Gypsies and Travellers as required.
- To undertake casework and advocacy for members of the communities.
- To work with Gypsies and Travellers living on both authorised and unauthorised sites, those passing through the area, and also the settled GRT community.
- To represent the interests of clients to statutory agencies and service providers (including local authorities and the police) as required and to assist clients to access mainstream services..
- To work with individuals, families and groups within the Travelling communities to empower and equip them to develop a stronger voice and the ability to tackle future problems and issues for themselves.
- To maintain case records accurately, to include contact with clients, equality monitoring data, any actions undertaken and outcomes.
- To raise issues affecting people through Citizens Advice research and campaigns system
- To assist with monitoring and statistical analysis of casework, working with members of Kushti Bok to compile evidence for reports and policy work as required.
- To attend and contribute to meetings, conferences and training events as required.

## **Other Responsibilities**

- To respect and follow Citizens Advice and Kushti Bok's policies in respect of Confidentiality, Safeguarding, Equalities and Health & Safety at all times.
- To undertake such other duties as are reasonably appropriate to the job.

## **Person specification**

1. A knowledge and understanding of the different Gypsy and Traveller communities within the UK and of the issues that affect the lives of Gypsies

and Travellers either from a professional capacity or as part of the Travelling community.

2. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equity, diversity and inclusion policies.
3. Experience of advice work within the voluntary sector, particularly in the areas of benefits, debt, and housing. .
4. Experience of successful advocacy on behalf of clients to challenge the decisions, proposals and views of other service providers in a non-confrontational yet effective manner, both verbally and in writing.
5. Good oral and written communication skills.
6. Numerate to the required level, for example, ability to prepare a personal budget for a client.
7. Ability to manage a complex caseload and prioritise when under pressure.
8. Self-motivated and able to work on own initiative and as part of a team
9. Ability to collect and present evidence as part of research and campaigns work.
10. Willingness to travel across the area.
11. Understanding of the issues involved in lone working.