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Description automatically generated**

**JOB DESCRIPTION**

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| **JOB TITLE** | **Roma Advocate** |
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| **LOCATION** | **Bright Space, 160 Hadleigh Rd, Ipswich, IP2 0HH** |
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| **HOURS** | **37 hours per week (part-time, full-time)** |
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| **SALARY** | **£25K (full-time)** |
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| **REPORTING TO** | **CEO of Union Romani Voice** |
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| **RESPONSIBLE FOR** | **No direct reports** |

**Job Purpose**

Roma Advocate play a crucial role in the Union Romani Voice achieving its aims and objectives. Working alongside our service users in accessing appropriate interventions and support tailored to their needs

Having an integral and valued role within the organisation, the Roma Advocate offers peer support and practical assistance to service users, assisting them in a variety of ways depending on their needs.

**Organisational Context**

Union Romani Voice was founded in 2021 to support the Roma Community who are resident or intend to reside in the UK. We provide free and confidential advice, assistance on accessing public services. We work with other organisations in how better to meet the needs of the Roma Community and in the development of opportunities for the Roma Community in relation to education, health and employment. Our Support Workers work with our CEO in achieving the organisation’s aims and objectives.

**Main Duties and Responsibilities**

To support people who are accessing our services by providing compassionate and non-judgmental support rooted in empathy and personal experience.

* Ensure the health and safety of our service users is monitored and reviewed regularly, with the support of the CEO.
* Maintain and develop service users' relationships with the organisation.
* Maintain and develop relationships with organisations in the community who provide support to our service users.
* Embed a person-centred approach in all aspects of the role.
* Support service users in the building of life skills, confidence, resilience and self-esteem.
* Encourage service users to build social networks and reduce isolation.
* Work with service users in the engagement in peer support sessions and offer service users holistic support, advice, information, and if necessary, onward referral to other organisations.
* Work with the service user and, where appropriate, their families in developing their own personalised plan.
* Encourage and motivate service users to take an active role in their own plan.

**General**

* Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information
* Contribute to a culture of equality and demonstrate a commitment diversity, inclusion and to removing all forms of discrimination as a colleague and service provider
* Act within our stated values and comply with our policies and procedures
* Represent the organisation in a positive manner
* A flexible approach is required for the role, as additional duties commensurate with the role may occur from time to time

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Good educational qualifications up to GCSE standard |  |
| **Experience** | Own personal lived experience of the challenges facing the Roma community  Willing to positively share your own life experiences, with service users.  Experience in actively supporting individuals to identify and work towards achieving personal goals (paid or unpaid) |  |
| **Knowledge** | Able to demonstrate an understanding of challenges faced by the Roma community, and not to ‘rescue’  Able to tell your story succinctly and in a meaningful way  Ability to seek help and support when needed  Ability to problem solve and create solutions to help empower service users  Ability to demonstrate and promote resilience | Form peer relationships with service users  Ability to communicate with a broad scope of individuals  An ability to act calmly and to respond professionally to unpredictable behaviours and situations  Sensitive understanding of diversity issues and an ability to promote anti-discriminatory practice/ equal opportunities |
| **Skills** | To be able to use strong communication skills to build effective rapport with service users. | To be skilled at written communication |
| **Personal Attributes** | Empathetic, compassionate and patient  Non-judgemental |  |
| **Other** |  |  |

**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.