

## JOB DESCRIPTION



**LOTTERY FUNDED**

**JOB TITLE: Advocacy Officer (Funded by the Big Lottery fund)**

**PLACE OF WORK:** Based in Wolverhampton and working across the Black Country and surrounding areas, as required.

**PURPOSE OF THE JOB:** To provide general advocacy support to local Deaf people and communities. Also, to support the development of services offered by the Deaf Community Hub, led by the Community Development Officer.

### KEY RESPONSIBILITIES

- Provide advocacy to local Deaf people on an individual basis, either as a one-off or through regular sessions at a variety of locations.
- Support Deaf people with processing their forms, complaints, applications, queries and so on.
- Actively engage with local Deaf people and communities to identify the issues that are affecting their lives; respond to these identified needs through empowerment and active participation.
- Work with deaf people who have been identified as having issues relating to mental health and/or substance abuse.
- Provide case studies detailing the experiences of Deaf people and communities.
- Perform administrative duties, including producing monthly monitoring reports and statistics relating to performance against targets.
- Provide accurate information and advice to Deaf/hard of hearing people and service providers in relation to current opportunities and support available.
- Flexibility in your working hours will be required, as you may be asked to represent the organisation at meetings outside normal working hours, or to complete any other duties and responsibilities that are commensurate with this role.

- Respect confidentiality and carry out all of your responsibilities in a professional manner at all times, in compliance with Zebra Access' policies.

**Date:** September 2018