

Overview

This standard is about advocating on behalf of individuals. It includes acting with the individual's informed consent and representing their views and wishes in dealings with appropriate agencies.

Reports of domestic abuse and sexual violence may relate to recent events (which occurred during the period leading up to or shortly before the report) or historic events where the victim has suffered past abuse, often as child, at the hands of family, acquaintances, or strangers.

Performance criteria

You must be able to:

1. describe your role and responsibility to individuals in line with organisational policies and procedures
2. explain your organisation's policies and procedures on confidentiality including the circumstances where information may need to be shared and why
3. identify the individual's circumstances and how they wish to be supported in line with organisational policies and procedures
4. review with individuals the options available for advocacy, and their benefits
5. advocate on behalf of individuals, representing their views and wishes to appropriate agencies, in line with agreed advocacy plans
6. challenge oppression and discrimination against individuals, within your area of responsibility
7. facilitate communication between individuals and agencies, encouraging individuals to express their needs and wishes where appropriate
8. negotiate with agencies on behalf of individuals to realise their needs and rights
9. communicate with individuals in ways which meet the needs of individuals and agencies
10. check that the safety, health and wellbeing of individuals is central to the advocacy process
11. update individuals on progress and the outcomes of the advocacy process
12. maintain and store up to date records of actions taken and outcomes achieved, in line with your organisation's policies and procedures

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. the relevant national and local guidelines, policies, and procedures available and how and when they should be accessed
3. the stages of the advocacy process
4. ways to allow individuals to make informed choices and manage their expectations
5. types of information and areas of support sought by individuals and the sources of information available to assist with such requests
6. the range of agencies and the services available to support individuals in your area and arrangements for accessing these
7. how to be sensitive and flexible in your approach, using various techniques appropriate to the behaviour and attitude of the individual
8. the importance of effective advocacy to individuals and how to provide this
9. the importance of maintaining the individual's right to make their own decisions, and techniques for allowing this
10. the importance of building trust and empathy with individuals and the methods for achieving this
11. styles and forms of communication styles and how to adapt them to meet the needs of the individual
12. how different cultures use and interpret body language in different ways
13. common barriers to communication and ways to overcome them
14. how to share information and why it may be necessary to go against an individual's expressed wishes, and the importance of ensuring they understand what is happening and why
15. the importance of being aware of your own values and beliefs, and how these might influence how you provide information and support to others

SFJGK105



Advocate on behalf of individuals

Developed by	Skills for Justice
Version Number	2
Date Approved	26 May 2023
Indicative Review Date	26 May 2028
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SfJGK105
Relevant Occupations	Public Services
Suite	Providing independent domestic abuse and sexual violence advice and advocacy
Keywords	advocacy; individual; advocate; representation; consent; confidentiality; discrimination; oppression; negotiate
