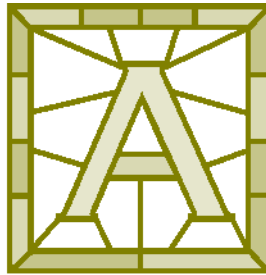


LOMOND & ARGYLL ADVOCACY SERVICE



Volunteer Advocacy Worker Profile

Here are some of some personal qualities and skills that we look for in an independent advocacy worker.

We don't expect anyone to have all of these attributes.

However, it is crucial that an independent advocate is able to work in a way that puts their advocacy partner first, and that they can see things from another person's point of view.

Communication

- Calm and clear communicator.
- A good listener
- Effective negotiation skills - diplomatic
- Comfortable speaking out

Discretion

- Able to set and keep to appropriate boundaries
- Able to maintain confidentiality

Empathy

- Able to empathise with others.
- Respect different lifestyles and choices
- Can see other points of view than your own

Resilience

- Able to work in stressful and emotional situations
- Calm under pressure

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Self-awareness

- Self-confidence and good self-esteem.
- An understanding of personal issues and how these can affect your work
- Ability to put personal problems to one side to be able to focus on those of others

Knowledge

- Some knowledge of health and community care services would be advantageous but is by no means essential

Dec 2014

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