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### Overview

This unit is about acting as an advocate on behalf of individuals – speaking and acting on their behalf, which must be done with the individual's consent and approval. This unit covers preparing to speak on behalf of individuals by reviewing and agreeing with them what they want from the process and then acting as the individual's advocate – presenting their needs and interests clearly, accurately and fairly.

#### **There are two elements**

- 1 Prepare for the advocacy
- 2 Present individuals' interests

#### **Target Group**

This unit is designed to be relevant to any worker who takes on a formal advocacy role. This may include those acting as advocates for those affected by crime and anti-social behaviour (for example survivors, victims, witnesses or community members) or individuals who have offended or are at risk of offending and may be representing the individual's interests to other agencies to make sure that they get the support, resources and services that they need.

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## Advocate on behalf of individuals

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### Performance criteria

#### Prepare for the advocacy

*You must be able to:*

- P1 review all relevant information on the requirements of the individuals
- P2 clarify with individuals any additional information that might be required
- P3 confirm who should be contacted to pursue the interests of individuals
- P4 identify the key aspects of individuals' requirements that will feature in the discussions and debates
- P5 assess the potential results of the **advocacy**
- P6 record details of the advocacy in the appropriate systems
- P7 comply with all relevant legislation, codes of practice, guidelines, and ethical requirements

#### Present individuals' interests

*You must be able to:*

- P8 ensure all relevant people, documentation, and associated materials are available for the presentation
- P9 provide the correct information to all relevant people according to the agreed time scales
- P10 ensure oral and written presentations are clear and effective
- P11 present individuals' interests in a way that emphasises the key aspects and how it affects individuals
- P12 identify any errors or contradictions in the information relating to individuals
- P13 identify clearly the issues presented by others and offer constructive suggestions for their resolution
- P14 identify any problems with the **advocacy** and take appropriate action to address them
- P15 comply with all relevant legislation, codes of practice, guidelines, and ethical requirements

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to obtain accurate information on the requirements of individuals
- K2 how to check the relevance of the information
- K3 how to contact individuals
- K4 what type of further information might be necessary
- K5 which services or people are usually contacted and who represents the services or people
- K6 how to isolate the key aspects of individuals' requirements
- K7 what type of discussions and debates could occur
- K8 how are decisions agreed between the parties
- K9 what are the results of previous similar advocacy
- K10 what are the systems for recording advocacy and why it is important to use the systems
- K11 what are the procedures relating to the use of the systems
- K12 what are the relevant national, local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection
- K13 why it is important to comply with these different requirements, what are the consequences of not complying with different requirements and how to obtain information on the requirements
- K14 what and who should be available at different stages of the presentation
- K15 who requires information
- K16 what type of information is required
- K17 how to present information to different people
- K18 what information should be included in the presentations
- K19 what are the types of key aspect that should be emphasised
- K20 why it is important to check for errors or contradictions and what type of errors or contradictions could occur
- K21 what type of issues could emerge and how have these types of issue been resolved before
- K22 what are the types of problem that could occur and what actions can be taken to address them
- K23 why it is important to address problems and what are the implications of not addressing the problems

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### Additional Information

#### Scope/range

1. **Types of advocacy**
  - 1.1. direct through personal contacts
  - 1.2. through standard procedures

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## Advocate on behalf of individuals

<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	ENTO
<b>Original URN</b>	SfJ GB7
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