

**TRAVELLING AHEAD -  
Advice and Advocacy Service Senior Practitioner**

TGP Cymru is one of the leading Wales based charities, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



**TGP Cymru Department:** Family Services

**Responsible to:** Travelling Ahead Team Manager

**Location: Home based** - Hybrid Working across Wales

**Purpose of role:**

The Travelling Ahead project provides an advocacy service working with Gypsy, Roma and Traveller communities around Wales (children, young people and adults) supporting access to rights and entitlements, addressing inequalities and tackling discrimination.

The Travelling Ahead team are home-based with a mix of virtual and face to face working. We also run an advice service for EU Roma families across Wales to apply for settled status in the UK, a carers support project and community advocacy projects

The Advice and Advocacy Service Senior Practitioner will take lead responsibility for the development, delivery and day to day coordination of the Advice and Advocacy service for Gypsy Roma & Traveller children, young people and adults across Wales.

**Accountabilities / Responsibilities**

- Ensure day to day coordination and development of the service across Wales; working closely with line manager to identify opportunities, develop plans and monitor and evaluate areas for performance and quality
- Recruit, induct, train, supervise / appraise and manage Advice and Advocacy staff team in line with TGP Cymru's policies and legal requirements including Safeguarding Procedures as well as other associated guidance and corporate strategies
- Lead on and deliver elements of the service as required
- Develop a work plan for the service enabling an assessment of the service against objectives
- Monitor the quality of service against agreed performance indicators and standards and take any necessary action where the performance is below agreed indicators and standards
- Manage service budget on a day-to-day basis and contribute to budget setting
- Investigate service level complaints and manage service level disciplinary and grievance proceedings
- Promote equal opportunities and anti-discriminatory practice through the work undertaken in the post
- Ensure the appropriate handling of any safeguarding concerns within the service
- Raise awareness, understanding and enthusiasm for the Service's work, amongst

the GRT community and relevant professionals.

- Liaise and negotiate with relevant professionals/organisations to ensure that roles, responsibilities, expectations and contributions are clearly organised, understood and acted upon.
- Assist the Team Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users.
- Comply with the TGP Cymru's policies and procedures to include finance, reporting, data management and safeguarding
- Promote equal opportunities and anti-discriminatory practice through the work undertaken within post

Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

#### **Performance Indicators**

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

#### **Line management responsibility (as of 01/09/24):**

3 part time Advice and Advocacy Workers

#### **Budget management responsibility (as of 01/09/24):**

£TBC

#### **Grade:**

MS7

#### **Working conditions:**

24 hours per week with a flexible approach to the working week that may involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training.

Travel to various locations across Wales and the UK is also required.

#### **Qualifications**

- Independent Advocacy Qualification (or willingness to work towards one)
- Management qualification (Desirable)
- A professional qualification in social work, youth and community work or related discipline such as Health and Education (desirable)

#### **Skills and abilities / competencies**

The post holder will be able to:

- Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- Plan and organise work and manage time effectively
- Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.
- Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- Seek opportunities for continuous learning and professional growth

### **Knowledge / Experience**

The postholder will be able to demonstrate a sound understanding and / or record of achievement in the following:

- Working with children / young people and adults in complex situations including safeguarding
- Working with Gypsy, Roma and Traveller children, young people and adults (desirable)
- Knowledge and understanding of issues impacting Gypsy, Roma and Traveller communities in Wales
- Knowledge and understanding of advocacy and the difference between advocacy and advice
- Information / Advice giving in a professional capacity
- Managing / leading a team (desirable)
- Project / Service development
- Managing resources
- Managing performance

### **Other**

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable)