**Community Advocate – Rights and Information**

If you want to play a part in making sure that the people who most need their rights protecting have access to advice, information and support this could be the role for you: We are looking to create a small team of volunteer community advocates who will use their deep, grassroots, community connections to spread the word about the advice, information and support available through Toynbee Hall. We want to be sure that the people who will most benefit from the support we have available have access to it – and for that we need community advocates to spread the word.

We are recruiting Volunteer Community Advocates as part of our Community Legal Education Program, which produces useful resources to empower people to take actions to protect their rights and helps them make best use of advice. This project is run by Toynbee Hall’s Free Legal Advice Service (FLAC) which has been running for over 120 years. It’s the oldest free legal advice service in the world and serves our local and wider community.

How you spread the word will depend on what you decide will be most effective in reaching your local community, which you might define as people who live near you, whose children go to the same school as yours, people who speak the same first language or people with shared experiences to you. Or indeed more than one of these. You as an individual will know where you feel you are embedded into community enough to understand what support and advice is needed and how people want to receive information.

In your role you might:

* Distribute flyers and information about services.
* Attend coffee mornings or other gatherings and show people where to find/ access resources.
* Use social media to promote or signpost to resources.
* Host stalls at events or talk about resources and available information.
* Run workshops based on the content of our community legal information resources.
* Support individuals to access resources or signpost themselves to help.
* Make referrals to Toynbee Hall or other organisations for support.
* Visit organisations to make sure they understand what support and resources are available.
* Advise Toynbee Hall’s team on new resources that are needed, or ways to make existing resources more accessible.
* Support the development of new resources.

Your community advocacy plan will be unique to you and shaped around your confidence and comfort and the needs of the community you represent. We are committed to supporting and developing our volunteers and will provide a full induction to the Community Legal Education Programme, with ongoing support and supervision throughout your volunteer role. You will also have access to relevant in-house training and volunteer development opportunities across the organisation and an individual development plan will be created for each volunteer to ensure that your time volunteering contributes to you achieving your personal goals.

Above all, you will have the opportunity to make a real change to the lives of people within the local and extended community.

Details on how to apply are below, I look forward to hearing from you,

Jasmine Ashley- Tagoe

**Role description**

Toynbee Hall is a multi-purpose charity based in the East End of London. Our objective is to work with local people to create a fairer and happier East London.

Toynbee Hall’s Free Legal Advice service has run for over 120 years. More recently, our focus has been on empowering members of the public to understand their legal rights and gain access to justice.

As a Volunteer Community Advocate, you will support people to access information or support about their legal rights. As a part of this you will share information about services and support offered by Toynbee Hall, including our Free Legal Advice Service.

You will be undertaking outreach with the purpose of ensuring the people who most need advice or support get it. Some of these people may be in crisis situations and as a result, experiencing distress and /or trauma. The role will require a focus on getting people information that helps them to avoid reaching a stage of crisis as well as helping those with immediate/ critical needs access advice and information.

In your role you might:

* Distribute flyers and information about services.
* Make referrals to Toynbee Hall & other organisations.
* Attend coffee mornings or other gatherings and show people where to find/ access resources.
* Use social media to promote or signpost to resources.
* Host stalls at events or talk about resources and available information.
* Run workshops based on the content of our community legal information resources.
* Support individuals to access resources or signpost themselves to help.
* Visit organisations to make sure they understand what support and resources are available.
* Advise Toynbee Hall’s team on new resources that are needed, or ways to make existing resources more accessible.
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You will work closely with the FLAC team to disseminate legal information which will educate the public about their legal rights in relation to different areas of the law, including but not limited to:

Housing, Employment, Immigration, Family law.

It’s important we know whether what we are doing helps. So, all volunteers will be trained to keep records and expected to keep these up to date so we can review progress monthly.

You must also demonstrate a commitment to Toynbee Hall’s policies and values.

**Person specification**

Essentials

* A commitment to fairness and equality
* An understanding of how knowing your rights can combat unfairness and inequality
* Able to work well with people who need support and professionals.
* Understanding of importance of confidentiality, and confidence handling private information appropriately (training will be provided).
* Ability to work well independently and confidently on behalf of others.
* Strong grassroots connections with groups of people, or organisations working with people that might need advice/ information.
* Well organised
* Respectful of people’s time (arrives at meetings on time, plans ahead so others have the best possible experience)
* Ability to share information in a way that is easy to understand and accurate
* Ability to plan and manage your own time
* An understanding of online conferencing and calling technology or willingness to learn

Desirable

* Fluency in another language
* Experience of providing confidential services.
* An understanding of advice work, particularly the distinction between information and advice. (training will be given)