



Volunteer Advocates Policy

Aims:

- To ensure that the voice of the client is heard
- To empower clients to make effective choices about their lives and to ensure they are accorded the same respect, dignity and consideration that all members of society expect
- To encourage self-advocacy

Objectives

- To offer and promote an Advocacy service for carers who live in Hampshire and request and agree to the service of an Advocate.
- To offer a service where there is a specific need for Advocacy which cannot be met, for whatever reason, by an existing service.
- To provide a service, which is free, confidential, impartial, client centred, issue focused, enables client choice and is accessible regardless of disability, colour, ethnicity, gender or sexual orientation

In line with the stated Aims and Objectives Carers Together seeks to involve volunteer advocates to:

- Ensure that our services meet the needs of our clients
- Provide new skills and perspectives
- Increase our contact with the local community we serve

Principles

This Volunteer Advocates Policy is underpinned by the following principles:

- *Carers Together will value the work carried out by the volunteer advocates and acknowledges that we can not offer a service without them*
- *Carers Together does not aim to introduce volunteer advocates to replace paid staff*
- *Carers Together is committed to providing volunteer advocates a supportive environment and opportunity to develop skills and knowledge*
- *Carers Together recognises that volunteer advocates require satisfying work and personal development and will seek to help them meet these needs, as well as providing the training for them to do their work effectively*