

Job Description & Person Specification

Position: Transition Advocate for Young People and Adults

Reports To: Referral and Assessment Manager

Contract: Permanent

Hours Per week: 18 hours

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

Kindness We create an environment where everyone can thrive. Our behaviours: - Empathy – We understand diverse perspectives and experiences. - Compassion – We are considerate of others and are generous with our time. - Supportive – We build and maintain positive relationships. 	Respect We respect people's human rights and act with integrity. Our behaviours: - Dignity – We value and respect people, recognising their right to choice. - Integrity – We do the right thing even though no one may be watching. - Fairness – We treat others how we would wish to be treated ourselves. 	Belonging We pride ourselves on being a Norwood Family. Our behaviours: - Trust – We build a safe environment for people to flourish. - Inclusivity – We value difference and celebrate diverse voices. - Collaboration – We connect with others to form a positive community. 	Empowerment We enable people to reach their potential. Our behaviours: - Accountability – We make a positive impact and get things done, owning our actions and decisions. - Innovation – We encourage people to be curious. - Ambition – We strive for success in everything we do. 
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Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

The Transition Advocate for Young People and Adults will provide independent, person-centred advocacy, practical navigation support and strengths-based coaching to young people, adults, families and carers.

The role will help people speak up, understand their rights, prepare for decisions and navigate formal systems, while also supporting them to find the right help, connect with services and community resources, and build practical confidence, independence and inclusion.

Working across transition support, adult social care navigation, workshops, drop-ins and family/carer support, the postholder will strengthen links with local authorities, health, housing, benefits, education, employment, voluntary sector and community organisations, helping people move through life stages and systems with greater clarity, choice, control and belonging.

Key Accountabilities

- Provide short-term, independent advocacy, practical casework and coaching for young people, adults, families and carers across transition, adult social care and community pathways.
- Support people to understand information, rights, choices and responsibilities linked to adult social care, assessments, reviews, safeguarding, housing, benefits, health, education, employment and community support.
- Help people speak up, express their views, prepare questions, understand options and participate meaningfully in meetings, reviews, assessments, appointments and decision-making processes.
- Use coaching techniques including active listening, open questioning, goal setting, action planning and reflection to build confidence, self-advocacy, problem-solving and practical next steps.
- Provide accessible information, advice and guidance about adult social care pathways, eligibility processes, care and support planning, direct payments, personal budgets and options for support.
- Offer signposting and practical support to help people connect with appropriate services, including local authorities, health, housing, benefits, advocacy, employment, education, peer networks, community groups and voluntary sector organisations.
- Design, coordinate and facilitate accessible workshops, drop-ins, group sessions or peer networks on topics such as preparing for adulthood, social care navigation, benefits, housing, wellbeing, employment, community inclusion and self-advocacy.
- Work alongside individuals and families to identify strengths, needs, goals and preferred outcomes, promoting choice, control, independence, wellbeing, inclusion and belonging.
- Build positive working relationships with families, carers, Norwood colleagues, local authorities, health partners, housing, benefits services, community organisations and specialist advocacy services while remaining impartial, person-led and strengths-based.
- Maintain accurate, timely and confidential records in line with Norwood policies, data protection requirements and safeguarding procedures, escalating concerns appropriately.
- Gather feedback, identify gaps in advice, support, transition pathways or community provision, and contribute evidence of impact through case notes, advocacy logs, workshop feedback, outcomes and action plans.

Expected Outcomes

- Young people, adults, families and carers feel listened to, informed and better able to understand rights, options, responsibilities and next steps.
- People are better prepared for transition points, adult social care assessments, reviews, meetings and decisions, with stronger voice, choice and control.
- Individuals and families are more confident navigating adult social care, benefits, housing, health, education, employment and community support systems.
- People are connected to appropriate services, peer networks, community resources and local opportunities that reduce isolation and promote inclusion, wellbeing and belonging.
- Accessible workshops, drop-ins and group sessions increase practical knowledge, self-advocacy, confidence, independence and community participation.
- Feedback, records and outcome evidence help Norwood identify gaps in provision, strengthen transition pathways and develop more responsive community-based support.

Working relationships

- Young people, adults, families, unpaid carers and wider support networks

- Norwood Children and Family Services, Adult Services, triage, safeguarding, housing, community engagement and transition pathway colleagues
- Local authority adult social care, children's services, transition teams, safeguarding, housing, benefits, complaints and assessment/review teams
- Health, mental health, education, employment, housing and benefits services
- Advocacy, voluntary sector, community organisations, Jewish community partners, peer networks, local groups and community venues

Person Specification

	Essential	Desirable	Evidence
Education & Qualification(s)	Relevant qualification or equivalent experience in advocacy, coaching, social care, health, mental health, community support, advice, information, guidance or family support.	Independent advocacy qualification or training in Care Act Advocacy, IMCA, IMHA, NHS Complaints Advocacy, Mental Capacity Act, Mental Health Act, safeguarding, trauma informed practice or benefits advice. Coaching qualification or training, or training in autism, ADHD, neurodiversity, learning disability, transition support, family support or accessible facilitation.	Cover Letter / CV / Onboarding
Experience	Experience supporting young people, adults, families or carers to understand information, express views, prepare for meetings and participate in reviews, assessments, transition planning or other formal processes.	Experience contributing to workshops, support groups, drop ins, life stage resources, peer networks, multi agency planning, community mapping or accessible information.	CV / Interview / Onboarding
Knowledge & Training	Good knowledge of adult social care pathways and confidence supporting people to navigate assessments, reviews, care and support planning, benefits, housing,	Knowledge of local community resources, voluntary sector provision, housing options, benefits advice routes, employment support and	Cover Letter / CV / Interview

	health and community services. Good understanding of independent advocacy, person centred practice, safeguarding, confidentiality, professional boundaries and supported decision making. Knowledge of barriers faced by people with disabilities, neurodivergence, learning disabilities, mental health needs, communication needs or social exclusion.	inclusive community opportunities.	
Personal Qualities & Attributes	Strong coaching, facilitation and communication skills, including active listening, open questioning, goal setting, action planning, reflection and adapting pace or format to individual needs. Ability to build trusted relationships with individuals, families, carers, colleagues, local authorities, health partners, community groups and voluntary sector organisations. Ability to work sensitively with Jewish individuals and families, respecting culture, identity, faith, family life, Shabbat, festivals and diverse levels of observance.		

All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.

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Date Updated: