

Professional Advocacy

Professional Advocacy is where the advocacy work is being done by a paid professional.

VoiceAbility Advocacy Service Model

To VoiceAbility, independent advocacy is the act of representing your wishes, views and aspirations when you are, for whatever reason, unable to do so yourself.

Our advocates work with you to identify your goals and desired outcomes. They work with you to gain the confidence, where possible, to tell others what you want, working towards the agreed outcomes at all times.

Importantly, our advocates are not advisers, counsellors or brokers between you and other health and social care professionals. They work with you to build your understanding of your options and help you look at the choices you have so that you are able to represent yourself as much as you feel able to.

All of our paid advocates receive fully accredited training and are “independent” in that they have no loyalties or obligations that will conflict with those of the person whom they represent.

Types of Professional Advocacy

There are two main types of professional advocacy:

Instructed – this is the main bulk of our work, where you tell us that you want to work with an advocate. We agree outcomes and goals with you and work with you towards those.

Non-instructed – this is where you are not able to represent yourself or tell us easily what you want to happen. A referral usually comes from a health or social care professional and our advocates speak to as many people as they can; professionals, friends and family in order to gain an understanding of what your goals would be if you were able to instruct us.

Advocacy Code of Ethics

VoiceAbility's independent advocates follow a strict code of ethics, they must:

- Act in accordance with the service user's wishes and instructions;
- Act independently, without any conflict of interest;
- Act in a professional, timely way;
- Keep you well informed of progress and setbacks;
- Maintain confidentiality (see [confidentiality policy](#) for exceptions);
- Offer independent information, suited to your particular level of understanding and communication abilities and mental or physical health needs;
- Act in an anti-discriminatory, non-judgmental way;
- Act honestly and respectfully at all times.

Help us improve

Want to make a comment, complaint, suggestion or compliment? Talk to any of our team members - email us on comments@voiceability.org or give us a ring on 01223 555800.

strengthening voice, championing rights, changing lives