

Confidentiality

Spiral Skills offers confidentiality to all people using the service and unless you want us to share your information we will keep it private. The only exception to this is when we think you or other people are at risk or if we are ordered by a court to share information.

Comments

We are interested in what you think about the work that we do. All comments whether verbal or written will be replied to. If you are unhappy with our service and wish to complain you should speak to a member of the advocacy staff as soon as possible. They may be able to sort it out immediately or alternatively will assist you to put your complaint in writing.

Could you be a Volunteer?

If you are interested in supporting people in being heard, improving services and enabling individuals to make choices then please contact us.

We provide:

- Full training
- Ongoing support
- Out of pocket expenses
- A rewarding experience
- A chance to make a difference

Who are we...

Spiral Skills is part of a registered charity called Learning First.

Spiral Skills operates a free and confidential advocacy service for people using health and social care services in Northumberland, Durham and the North East. Our services reflect many years experience in the independent advocacy sector.

When can I contact Spiral Skills?

The Spiral Skills service is available from 9 to 5 Monday to Friday. We are not an out of hours emergency response service.

Spiral Skills Advocacy Service
Chevyside
Yetholm Place
Newbiggin Hall
Newcastle upon Tyne
NE54EB

Phone 0191 2715353

Fax 0191 2714922

Email spiral.skills@learningfirst.org.uk

www.spiralskills.org



Do you have what it takes to be an advocate?



What is a volunteer advocate?

Volunteer advocacy sometimes consists of simple acts of support in social situations and activities, but can deal with more complex issues too.

Above all volunteers can demonstrate possibilities, bringing out the potential both of the partner, who has perhaps led a restricted life, and enabling the volunteer to develop their own humanity and commitment to their community

Spiral Skills advocacy service is designed to provide a voice to those who for a range of reasons may have found themselves in a position where their ability to exercise choice, or to represent their own interests, is limited.

An advocate does not ..

- Make decisions
- Mediate or offer counselling
- Make judgements
- Make assessments

We are not a befriending service, nor do we give advice or tell someone what they should or should not do. It is their choice; we just make sure it is heard. Advocates work in partnership with the people they support. Advocacy promotes social inclusion, equality and social justice.

Why would someone choose to volunteer? What are the benefits?

- Free training and ongoing support
- Out of pocket expenses
- Explore a career change
- Valuable work experience
- Enjoy a challenge
- Enthusiasm for a cause or interest
- Desire to help others
- A sense of achievement
- A wider social network
- Add to a resume

You need no formal qualifications to become one of our volunteers, just the following qualities:

- Good communication and listening skills
- Understanding of confidentiality
- Patience, tact and sensitivity
- Common sense
- Enthusiasm
- The ability to refrain from imposing solutions
- Reliability and trustworthiness

Spiral Skills staff will be available to offer support whenever it is needed.



If you are looking for voluntary work that is interesting flexible, challenging, rewarding, that will provide you with a variety of skills and experience, that can really make a difference, volunteer advocacy could be for you.

If you would like to find out more about volunteering with Spiral Skills then get in touch for an informal chat our contact details on the back of this leaflet, or visit our website to download an application form.