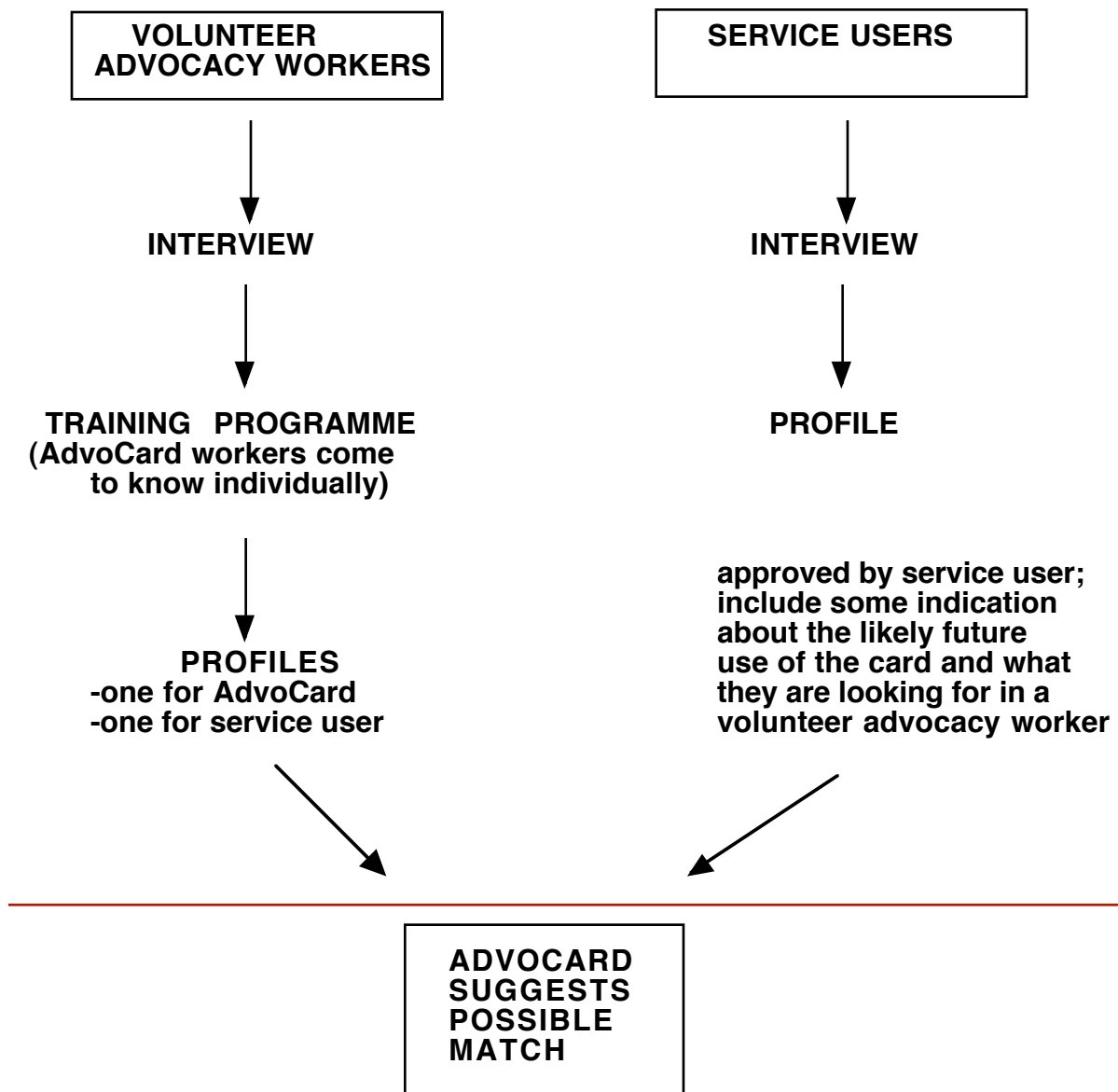


Matching process for service users and volunteer advocacy workers

This is a diagrammatic description of the way our service users and our volunteer advocacy workers are introduced to one another and the steps they then go through to formalise their AdvoCard relationship. The outcome of this process is for the pair to be given their “AdvoCards”.

The service user and the volunteer advocacy worker can decide not to continue at any point in the procedure. Should this occur, both individuals can re-enter the process from the beginning in order to be paired to someone else.



**ADVOCARD
SUGGESTS
POSSIBLE
MATCH**



Give volunteer advocacy worker a few details of service user which the service user has agreed to pass on. Volunteer advocacy worker agrees that their Matching Profile can be given to prospective service user. Volunteer Advocacy worker's IMMEDIATE RESPONSE REQUESTED



Service user reviews the profile and decides if she/he would like to meet the volunteer advocacy worker. She/he gives permission to pass on her/his details to that volunteer advocacy worker. SERVICE USER ASKED TO RESPOND WITHIN 3 WORKING DAYS



Volunteer advocacy worker reviews the service user's profile and agrees to a meeting. VOLUNTEER ADVOCACY WORKER ASKED TO RESPOND WITHIN 3 WORKING DAYS



ADVOCARD ARRANGES MEETING AT A VENUE OF THE SERVICE USER'S CHOICE POSSIBLY THE ADVOCARD OFFICE.

ADVOCARD ARRANGES MEETING AT A VENUE OF THE SERVICE USER'S CHOICE POSSIBLY THE ADVOCARD OFFICE.



Worker's introduce prospective service user and volunteer advocacy worker to each other. Worker's explain what is expected at this meeting and in the process. Worker's then leave.



Service user and volunteer advocacy worker spend time on their own discussing their possible arrangements.

**Service user contacts AdvoCard to agree to trial relationship with volunteer advocacy worker.
SERVICE USER ASKED TO RESPOND WITHIN ONE WEEK.**



AdvoCard informs prospective volunteer advocacy worker



**Volunteer advocacy worker informs AdvoCard that she/he agrees to the trial AdvoCard relationship.
VOLUNTEER ADVOCACY WORKER ASKED TO RESPOND WITHIN 2 WORKING DAYS.**



process estimated to take over one month

BEGIN TRIAL PERIOD OF ADVOCARD RELATIONSHIP.

**BEGIN TRIAL PERIOD
OF ADVOCARD RELATIONSHIP.**



**Service user and volunteer advocacy worker
Meet with AdvoCard workers to review what is involved
in the agreement.**



**Service user and volunteer advocacy worker work on the
details of their agreement.**

*process estimated to
take one month*



**Service user and volunteer advocacy worker meet with
AdvoCard to finalise agreement.**

*process estimated to
take two weeks.*

GIVE OUT CARDS.