

JOB DESCRIPTION

Post: Statutory Advocate (IMCA and Care Act Advocate)
Hours: 22.5 – 37.5 hours per week
Location: Hessle office or home based
Accountable to: Service Manager

Pay: £ 21, 715 pro rata (pre-qualification) - £22,220 pro rata (post qualification)

Other: Permanent Contract subject to a six month probationary period and an annual performance review.

If you do not currently hold the National Advocacy qualification you will be required to complete this after your probationary period is complete and personal development support will be provided.

Appointment subject to a satisfactory Disclosure and Barring Service (DBS) enhanced with barred list check. Two satisfactory references and evidence must be provided of a right to work in the United Kingdom.

Overall Purpose:

A professional, customer focused attitude is essential. This post will involve providing statutory advocacy services (IMCA/RPR and Care Act Advocacy) to vulnerable adults and young people. There may also be opportunities for provide non-statutory community advocacy services.

The key functions of the advocacy roles will include:

- Supporting individuals to speak for themselves, or to provide representation where this is not possible.
- Supporting people to access and understand information in order to make decisions.
- Providing advocacy as defined in legal frameworks of the Mental Capacity Act and the Care Act.

The role will include working with people with learning disabilities, people with mental health needs, people with physical and sensory impairment, people with dementia, older people and people who lack capacity to make certain decisions.

Key Tasks

Advocacy:

- To provide a telephone response to enquiries and requests for advocacy support.
- To provide a response to requests for advocacy within contractual time limits.
- To provide confidential one to one advocacy, including to undertake the statutory advocacy role as set out in legislation.
- To ensure that people using the service are able to assert their rights and are supported to self advocate whenever possible.
- Encourage individuals to explore their potential to the fullest, push boundaries and take risks to maintain or regain increased control over their daily lives
- To liaise, communicate and negotiate effectively with people accessing social care services, a range of health and social care professionals and family members.

- To signpost and refer on people for issues that do not fall within the scope of the advocacy role.
- To prioritise work to meet the needs of clients and decision makers.
- To complete IMCA and RPR reports which meet legislative requirements and Cloverleaf standards.
- To record client work appropriately to comply with data protection legislation, enable accurate monitoring, meet our standards and facilitate continuity of service for the client.
- To ensure the requirements for internal and external monitoring and evaluation are met.
- To implement work to promote equal opportunities in the services.
- To keep up to date with policy and legal changes relating to the services.
- To work within and comply with the contractual remit of the service, code of conduct, company rules and all Cloverleaf policies.

Administration, Monitoring & Evaluation:

- To complete case recording in accordance with organisational practice, using the Lamplight system.
- To maintain satisfactory records and administration systems and contribute to the efficient running of the service.
- To record inputs, outputs and outcomes in accordance with agency procedures.
- To identify issues of importance raised by individuals using the service from their views and experiences and promote these through relevant means e.g. service user groups, planning meetings etc.
- To actively participate in and contribute to team meetings, supervision sessions and staff appraisals as arranged.
- To assist in establishing criteria for good practice in advocacy and in monitoring and evaluating the service against these criteria.

Accountability:

- To seek guidance and support from management staff.
- To record activity on the systems used by Cloverleaf Advocacy and provide relevant information to Service Managers as requested.
- To work closely with the client in accordance with Cloverleaf's policies and procedures

Working with others:

- To attend team meetings & planning meetings with colleagues.
- To induct and support students, volunteers and new staff including providing shadowing opportunities.
- To liaise with service providers, relatives and others engaged with/working with service users as part of the advocacy role.
- To develop good working relationships with other agencies and with referrers.

Project Development:

- To contribute to the development of operational and administrative policies, practices and procedures of Cloverleaf Advocacy.
- To publicise and promote the work of the organisation and the development of advocacy, including innovative models of advocacy.
- To take part in and contribute to training and development (including completion of the National Advocacy Qualification)

All staff have a collective responsibility towards the effective running of Cloverleaf Advocacy. As such, new tasks and duties may develop in the light of experience, which may be allocated where reasonable, after discussion with the post holder.

Cloverleaf Advocacy

Statutory Advocate - Person Specification

When completing your application form, please address **all** of the ‘**essential**’ points **in numerical order** of the person specification and any of the ‘desirable’ points you are able to fulfil. **If you do not address them, the assumption will be made that you do not meet that particular requirement for the role, and this will reduce your chances of invitation for interview.**

Requirements	Essential	Desirable	How evidenced
Education and Qualifications	1. General secondary/higher education. Ability to write clear and concise English and competent in numeracy	22. Qualification (degree, NVQ etc.) in Health and Social Care.	Application form Qualification Certificates
Experience and Knowledge	2. Knowledge of the legislation, policies and procedures that influence health and social care provision.	23. Knowledge of local service provision.	Application form/Interview
	3. Recent experience in a paid or voluntary capacity involving a face to face role with people using mental health or social care services.	24. Knowledge of the local area	Application form/Interview
	4. Understanding of the advocacy role.	25. Experience of advocating for others	Application form/Interview
Skills and abilities	5. Ability to listen to and engage with people both in a face to face role and over the telephone.	26. Ability to speak community languages (other than English)	Application form/Interview
	6. Ability to display empathy in a range of situations	27. Ability to research information	Application form/Interview
	7. An understanding of the needs and issues faced by people using mental health and social care services.	28. Experience of writing person-centred reports	Application form/Interview

Requirements	Essential	Desirable	How evidenced
	8. Excellent negotiation skills.		Application form/Interview
	9. Ability to work within role boundaries, and policies and procedures of the organisation.		Application form/Interview
	10. Self-motivated and able to work under own initiative		Application form/Interview
	11. Ability to use supervision and peer support effectively.		Application form/Interview
	12. Ability to manage a complex workload and to prioritise effectively		Application form/Interview
	13. Commitment to equal opportunities		Application form/Interview
	14. Ability to build positive working relationships and networks with other professionals		
	15. Ability to keep up to date, accurate and accessible case records.		Application form/Interview
	16. Ability to reflect on and learn from experience.		Application form/Interview
	17. Possession of general office skills and IT literate		Application form/Interview
	18. Driving licence and use of vehicle		Application form/Interview
Other	19. Willingness to undertake National Advocacy Qualification and other training as identified.		Application form/Interview
	20. Must not be employed by any health and social care organisation in the area you wish to work at time of appointment.		Application form