



Job Description

Job Title:	Sessional Advocate	Job Category:	Advocacy
Reporting to:	Local Manager	Line Manager:	
Department:	Advocacy	Cost Centre:	
Team:		Hours:	Sessional *
Location:		Home/Office Base:	Homebased with travel

* Working hours are flexible, balancing agreed availability with quantity and nature of advocacy casework provided. This is a Zero Hours contract.

Job Purpose

- To promote, support and facilitate the delivery of advocacy services within the priorities agreed by The Advocacy People, Head of Operations, Regional Manager, and Business Development Officer.
- The post holder will at all times act to ensure the independence of the service, and function in accordance with the Advocacy philosophy, policies and procedures, as defined by The Advocacy People and by the Charitable Status of the organisation.

Key Responsibilities

1. To provide information and advocacy support to clients of The Advocacy People, informing them of their rights and arranging face-to-face meetings where this is required in line with the principles of The Advocacy Charter.
2. To provide specialist statutory advocacy services: Independent Mental Capacity Advocacy (IMCA), IMCA DoLS, paid RPR, 1.2 community DoLS rep; Care Act Advocacy (ICAA); Independent Health Complaints Advocacy (IHCA); and non-statutory advocacy, either as a one-off provision or part of a project.
3. To promote the service to clients and relevant stakeholders.
4. To work alongside, respect and provide support to colleagues.
5. To be aware of current trends and issues around mental capacity and other relevant health services, and around forms of Advocacy.
6. To assess the advocacy support needs of those who are referred or who self-refer to our service, signposting to alternative providers where appropriate.

7. To provide appropriate advocacy support to those who may wish to use The Advocacy People's services, ensuring that the client always remains in control of the advocacy process, whilst remaining boundaried within service parameters and managing client expectations accordingly.
8. To be confident in the use of computer systems and Microsoft Office 365 programmes. To keep up-to-date, accurate factual records and written reports relating to the clients and their cases, using appropriate office systems (including our in-house database).
9. To ensure strict confidentiality is maintained at all times.
10. To attend Team and other meetings as required and agreed with line manager
11. To work as a team member sharing skills and contributing to the smooth running and good reputation of the organisation.

General

1. Attend and participate in regular one-to-one and group supervision, in line with The Advocacy People's Supervision Policy. Participate in training and internal meetings.
2. Become familiar with, and work within, the policies, procedures and protocols of The Advocacy People.
3. Ensure that all duties and services provided are in accordance with The Advocacy People's Equality, Diversity and Inclusion Policy.
4. Comply with individual responsibilities in relation to health and safety in the workplace in accordance with The Advocacy People's Health & Safety Policy & Procedure.
5. Undertake such other duties and tasks commensurate to the grade and character of work. Therefore, the above list of main tasks in this job description should not be regarded as exclusive or exhaustive.

Note: This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. The Advocacy People reserve the right to update the Job Description from time to time to reflect these changes in or to the post after consultation about any proposed changes.

Liaison with

- Clients and/or their carers
- NHS Organisations
- Local Authorities
- Local Healthwatch
- Statutory Agencies
- Local Voluntary and Private Organisations
- Other Local Advocacy Projects

Organisation Structure



Signatures

Post Holder

Date

Line Manager

Date

Person Specification

Job Title: Advocate

Service: The Advocacy People

Essential Criteria	Desirable Criteria
Education & Qualifications	
1. A good level of written and verbal English	1. Qualification in Independent Advocacy Practice Level 4
2. A good standard of general education	2. Qualification in a related subject area e.g. Social Care
Key Skills & Abilities	
1. Good communication skills and have the ability to communicate effectively with a wide range of people at all levels.	
2. Proven ability to organise your own workload, be able to work under pressure and to work to deadlines.	
3. Ability to respect and promote a person's right to make informed decisions/choice without influence.	
4. Ability to collate information and write reports whilst adhering to a high threshold confidentiality policy.	
5. Ability to promote the service and to give presentations to a variety of audiences.	
6. Skills in establishing and maintaining information systems.	
7. Ability to operate a computer and undertake own administrative tasks	

Knowledge	
<ol style="list-style-type: none"> 1. Knowledge and understanding of the principles of advocacy and empowerment as defined in The Advocacy Charter. 2. Demonstrate a thorough understanding of discrimination and disability issues and have experience of equal opportunities practice. 3. Appreciation and knowledge of relevant legislation (Mental Capacity Act and Care Act) 4. Appreciation and knowledge of relevant legislation affecting the Health Service, access to the Health Service and treatment. 5. Knowledge of the purpose and practice of advocacy work 	<ol style="list-style-type: none"> 1. Appreciation and knowledge of relevant legislation affecting people from any of the specialist areas mentioned previously. 2. Understanding of the operation of the public, private and voluntary sector 3. Knowledge of Social Services care and provision in the locality
Experience	
<ol style="list-style-type: none"> 1. Working in one or more of the following specialist areas: <ul style="list-style-type: none"> – learning disabilities – mental health/capacity (e.g. Dementia) – older people – physical disabilities – sensory impairment – black and ethnic minorities – children & young people – substance misuse – NHS Complaints 2. Working within a multi-disciplinary setting and developing liaison and networks accordingly 3. Of being assessed against targets (Key Performance Indicators) and measuring personal performance 	

Personal Attributes & Behavioural Approach	
<ol style="list-style-type: none"> 1. Good listening and negotiation skills 2. Displays a flexible and creative approach. 3. Commitment to working in partnership with disempowered people, equal opportunities practice and the promotion of civil and human rights. 4. Agreement to undertake all relevant and mandatory training. 5. Empathic personality 6. High self-motivation and commitment 	
Other	
<ol style="list-style-type: none"> 1. Willingness and ability to work from home when required. 2. Travel throughout the Locality, including travel when required to other venues. 3. Flexibility regarding hours; including evenings. 4. Full Driving Licence and access to own transport for the purpose of work 	