

## Job Description

**Job Title:** Advocate  
**Service:** The Advocacy People  
**Reporting to:** Supervising Advocate

### Job Purpose

- To promote, support and facilitate the delivery of advocacy services in the locality and within the priorities agreed by The Advocacy People, the Team Manager, Supervising Advocate and Operations Director.
- 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.
2. To provide specialist advocacy services as appropriate across a range of services including Independent Health Complaints Advocacy (IHCA), IMCA, DoLS, Care Act and Safeguarding. Advocates may deliver the service in a number of settings in hospital, community and other relevant settings.
3. To promote the service to clients and relevant stakeholders
4. To work alongside, respect and provide support to peer advocates.
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 self-refer to our service.
7. To provide appropriate advocacy support to those who may wish to use The Advocacy People's services, ensuring that the client remains in control of the advocacy process at all times.
8. To raise awareness and understanding of the role of the services, and the difficulties that clients face, undertaking presentations on the project within organisational guidelines.
9. To keep up-to-date, accurate factual records relating to the service users and their cases, using appropriate office systems and the client database.
10. To ensure strict confidentiality is maintained at all times.
11. To foster and develop professional links and good quality relations with statutory, and other agencies in conjunction with the Team Manager, Supervising Advocate, Operations Director and other Advocates. Some 'networking' will be essential; however, the post holder will be required to retain an 'appropriate distance' in such dealings with service providers and other agencies who may ultimately be the recipients of The Advocacy People's attention.
12. To attend Locality Team and other meetings, assisting the Team Manager and Supervising Advocate to prepare operational reports relating to the service when required, including a written monthly activity report (for the relevant service).
13. To work as a team member sharing skills and contributing to the smooth running and good reputation of the organisation.
14. To take an active part in training of volunteers, students and peer advocates.
15. To mentor and provide shadowing opportunities for volunteers, students and peer advocates

## 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

- Service Users 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
<b>Education &amp; Qualifications</b>	
<ol style="list-style-type: none"> <li>1. A good level of written and verbal English</li> <li>2. A good standard of general education</li> </ol>	<ol style="list-style-type: none"> <li>1. Qualification in Advocacy Level 3 or prepared to work towards this within 12 month timeframe.</li> <li>2. Qualification in a related subject area e.g. Social Care</li> </ol>
<b>Key Skills &amp; Abilities</b>	
<ol style="list-style-type: none"> <li>1. Good communication skills and have the ability to communicate effectively with a wide range of people at all levels</li> <li>2. Proven ability to organise your own workload, be able to work under pressure and to work to deadlines</li> <li>3. Ability to respect and promote a person's right to make informed decisions/choice without influence</li> <li>4. Ability to collate information and write reports whilst adhering to a high threshold confidentiality policy</li> <li>5. Ability to promote the service and to give presentations to a variety of audiences</li> <li>6. Skills in establishing and maintaining information systems</li> <li>7. Ability to operate a computer and undertake own administrative tasks</li> </ol>	

<b>Knowledge</b>	
<ol style="list-style-type: none"> <li>1. Knowledge and understanding of the principles of advocacy and empowerment</li> <li>2. Demonstrate a thorough understanding of discrimination and disability issues, and have experience of equal opportunities practice</li> <li>3. Understanding of the operation of the public, private and voluntary sector</li> <li>4. Appreciation and knowledge of relevant legislation (Mental Capacity Act and Care Act)</li> <li>5. Appreciation and knowledge of relevant legislation affecting the Health Service, access to the Health Service and treatment</li> <li>6. Understanding of Social Services complaints procedures</li> <li>7. Knowledge of the purpose and practice of complaints and advocacy work</li> </ol>	<ol style="list-style-type: none"> <li>1. Appreciation and knowledge of relevant legislation affecting people from any of the specialist areas mentioned previously</li> </ol>
<b>Experience</b>	
<ol style="list-style-type: none"> <li>1. Working in one or more of the following specialist areas: <ul style="list-style-type: none"> <li>– learning disabilities</li> <li>– mental health/capacity</li> <li>– older people</li> <li>– physical disabilities</li> <li>– sensory impairment</li> <li>– black and ethnic minorities</li> <li>– children &amp; young people</li> <li>– substance misuse</li> <li>– NHS Complaints</li> </ul> </li> <li>2. Working within a multi-disciplinary setting and developing liaison and networks accordingly</li> <li>3. Setting goals and measuring performance</li> </ol>	

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