



Independent Advocate

Job Description &  
Applicant Information Pack

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Closing date – 09:00am, Friday 29<sup>th</sup> March 2024

## **Introduction from the Chief Executive**

Dear applicant,

Thank you for your interest in working at POhWER. I'm delighted that you're interested in joining us – your application is the first step.

POhWER was established in 1996 by a number of founders, all of whom had disabilities and were fighting social injustice and challenges in their lives. POhWER still operates with these roots at the heart of everything it does; supporting marginalised, vulnerable and socially excluded people through its work. If this sounds like something you want to be a part of, please read on.

If your application is successful, you'll join a team of passionate professionals that over the past year has supported more than half a million people through our free, independent, and confidential services. As a charity we're ambitious to grow our reach and impact, and to continuously improve the experience of those we work with and for.

As POhWER's Chief Executive, our open, candid and inclusive work culture is what I think makes POhWER such a special place to work. If you are up for joining us, I would welcome and encourage you to apply. Thank you again for your interest in working for POhWER.

Warm Regards,  
Vicky Browning, interim Chief Executive.

## JOB DESCRIPTION

<b>Job title:</b>	Independent Advocate
<b>Directorate:</b>	Operations
<b>Reports to:</b>	Community Manager
<b>Location:</b>	Hertfordshire
<b>Job reference:</b>	176
<b>Contract type:</b>	Permanent
<b>Part-time:</b>	22.2 hours, 3 days per week, working between Monday to Friday 9am - 5pm <b>(Full time (37 hours) to be considered for the right candidate)</b>
<b>Salary:</b>	£13,029.00 - £13,975.20 (Full time equivalent £21,715.00 - £23,292.00) per annum (dependent on experience) + <i>Benefits!</i>
<b>Date:</b>	March 2024

### Job Purpose

To provide independent advocacy to POhWER's clients, including those with a right to statutory advocacy under the Care Act 2014, Mental Capacity Act 2005 and Mental Health Act 1983 (2007 Amendments) through POhWER's advocacy services to agreed remit and performance standards.

### This role involves

Agreeing to POhWER's Values which are to ensure we put people at the heart of everything we do:-

- Professional
- Empowering
- Open, free and fair
- Positive
- Local
- Engaging

### Principle Accountabilities

- To provide high quality issue-based, client-led and independent advocacy services, including all relevant statutory advocacy, according to relevant legislation, statutory guidance and codes of practice, commissioning requirements and service performance standards
- To maintain accurate and appropriate records and data for the services provided and contribute to reporting requirements as needed
- To be responsible for updating working knowledge of relevant legislation, case law and policy
- To participate in service development and stakeholder relationships as required
- On attaining the top rate for the salary banding for this role, the requirement will

be to support Community Managers with training, mentoring and organising Job shadowing for new staff. There will also be a requirement to oversee caseloads by conducting peer reviews to ensure quality and consistency is maintained

### **Key Duties**

- To provide high quality instructed and non-instructed advocacy according to the needs of the client and relevant to the service being provided
- To ensure prompt completion of tasks to a high standard and in accordance with organisational policies and guidance
- To act on behalf of clients at all times, including following their instructions, taking action as directed by them or representing their wishes, feelings, beliefs and values in a way that is consistent with the law, guidance and best practice
- To evidence effective, outcome focused case management, ensuring all casework demonstrates processes of planning, action and review with relevant recording
- To provide high quality written reports as part of statutory advocacy roles
- To escalate concerns or complaints professionally to relevant public bodies as instructed by clients or otherwise where appropriate
- To communicate appropriately with clients, relevant professionals, stakeholders and other parties in accordance with statutory advocacy roles, commissioning requirements and POhWER Promises, with all communications adhering to the Data Protection Act
- To maintain individual client records adhering to required standard for record keeping and Data Protection
- To provide awareness raising and information, including presentations on statutory advocacy roles as well as other POhWER services to relevant stakeholders as required
- To support and contribute to the local community development strategy as required
- To work effectively with the local service team and management to deliver and develop services. To support colleagues effectively, including problem solving and to contribute positively team meetings, planning and developments
- To contribute to POhWER's organizational knowledge and development through information sharing and relevant service development plans
- To work to equal opportunities and non-discriminatory practice
- To be committed to personal development by actively contributing to supervisions, appraisals and training and development opportunities. This will be in accordance with own personal development plans and organisational need The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

## **Dimensions**

Direct Reports: None

Indirect reports: None

Budget: None

## **Knowledge, Skills & Experience**

### **As a minimum you should have:**

- A good understanding of statutory advocacy under the Care Act 2014, Mental Capacity Act 2005 and Mental Health Act 1983 (2007 Amendments)
- An understanding of relevant public sector complaints processes
- Experience providing written reports to a high standard
- Ability to form positive bounded working relationships with a wide range of clients
- Ability to support clients who may have a range of particular communication and other needs
- Ability to provide non-instructed advocacy
- Ability to manage a complex caseload covering a wide range of subjects
- Ability to research options to ensure clients can make an informed choice
- Excellent communications skills, able to communicate sensitively and empathetically
- Ability to communicate effectively with professionals and other organisations
- Manage risk to self and others
- Good personal planning and organisational skills
- Good IT skills
- An effective team player
- Flexible positive approach

### **Ideally you will also have:**

An excellent working knowledge and experience working within the frameworks of the Care Act 2014, Mental Capacity Act 2005 and Mental Health Act 1983 (2007 Amendments)

- Knowledge of advocacy best practice and experience delivering advocacy to the highest standards
- Excellent knowledge of public and third sector organisations and processes
- Experience of using relevant complaints processes
- Completed the National Advocacy Qualification
- Knowledge of non-Instructed advocacy
- Experience of working with people with a range of needs including acquired brain injury, autism, learning disabilities, dementia, mental health problems (including diagnosed mental disorders)

- Willingness to work in a range of environments

**Special requirements:**

- Advocates will need to travel independently of public transport. You must have a full clean driver's licence and access to a vehicle you can use for work purposes during work hours (exceptions apply in London)
- You must live within or close to the border of the relevant contract area/s in which you will be working. For regular day-to-day tasks, travel expenses will only be paid within the contract working area

# Competency Profile

## Independent Advocate

Competency	New to Role	Established	Current
<b>Core</b>			
<b>Decision making</b> Analyse and define the issue to be addressed and take a rational approach to solving problems. Take an innovative or creative approach if appropriate. Make decisions based on sound criteria.	1	2	
<b>Corporate and team working</b> Understands the responsibilities of representing POhWER. Deals with others in a climate of mutual respect. Understand the principles of team working. Offer help and support to colleagues. Demonstrate that diversity is valued.	1	2	
<b>Personal organisation</b> Plan and organise own work. Responsive and flexible manner in approach.	1	2	
<b>Communication</b> Able to communicate effectively with a wide variety of people. Use language appropriately. Able to use appropriate methods for communication.	1	2	
<b>Personal development</b> Able to contribute to own development. Able to develop skills and knowledge. Able to undertake personal development planning. Uses techniques to ensure that reflective practice forms part of their approach to development.	1	2	
<b>Building relationships</b> Able to develop effective professional relationships within and outside POhWER. Sensitive and responsive to the needs of other people. Able to behave assertively to achieve outcomes.	1	2	
<b>Using Information technology</b> Able to use technology to perform their role.	1	2	

**Diversity Statement:**

POhWER is committed to equality of opportunity and celebrating diversity and we take great care to ensure that our actions as an employer reflect our ethos.

We particularly encourage applications from protected characteristic(s), who are currently under-represented at POhWER. As an organisation committed to human rights and creating equitable fair environments we welcome people from all backgrounds regardless of race, gender, gender identity, religion, sexual orientation, responsibilities for dependents, age or physical/mental disability.

POhWER is a member of the Disability Confident Scheme, a signatory of the Mindful Employer Charter and we currently hold the Investors in People (IiP) Silver Award. We are also an accredited Living Wage Employer.

Disabled applicants who meet all the essential criteria will be guaranteed an interview.