JOB DESCRIPTION

Job title:	Independent Advocate
Directorate:	Operations
Reports to:	Community Manager

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:-

- **P**rofessional
- **E**mpowering
- **O**pen, free and fair
- **P**ositive
- **L**ocal
- **E**ngaging

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 boundaried 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

Employee benefits:

- 25 days annual leave + Bank holiday (Rising to 30 days after 5 years' service) with the option to buy or sell up to 5 days leave + your birthday off as an additional holiday day after 1 years' service.
- Discretionary shutdown days at Christmas with up to 4 additional days leave.
- 1 Community Leave Day per annum.

- Cash Wellbeing Healthcare Plan which covers Optical/dental/alternative therapy.
- Auto enrolment Pension plan.
- Death in service cover.
- Bike to work scheme.