



MENTAL HEALTH ADVOCATE RECRUITMENT PACK

STAMP Revisited, Roseberry Park Hospital, Marton Road, Middlesbrough, TS4 3AF
Registered Charity Number: 1171432



A MESSAGE FROM THE CHAIR:

Thank you for your interest in working with STAMP Revisited. This could be the first step into a rewarding new chapter of your career. This pack aims to provide you with valuable insight into our organisation and ways of working so you can decide if we are the right organisation for you.

STAMP Revisited is a Registered Charity, which has been in operation since 1995, during which time we have established an excellent reputation for providing quality advocacy services across Middlesbrough, Redcar & East Cleveland, and Stockton-On-Tees.

We're here to make sure people who are experiencing poor mental health can understand their rights, make effective choices about their lives and voice their concerns. Our services are independent, confidential, and free to those receiving them. Together, we are standing up for essential rights and supporting people to have a say on the issues that matter to them most.

We've achieved a great deal for the people we support and that is testament to the talents of our dedicated team of staff and volunteers. Through listening and engaging with those who experience mental health difficulties we have an impressive track record of identifying issues, finding solutions and putting them into practice.

Whilst we are a small charity, we are resourceful, impactful and work efficiently with like-minded organisations so that, together, we can achieve our aims.

If you are motivated to help people move on positively with their lives and create a fairer and more inclusive society, we would love to hear from you.

MARY BOOTH, CHAIR





AN INTRODUCTION TO STAMP REVISITED:

STAMP Revisited is a user-led organisation, which seek to empower those experiencing poor mental well-being through advocacy, information, advice, and guidance to give people the tools, help, and support they need to allow them to be involved and make their own choices and decisions about their lives.

We provide advocacy services to people in a range of settings, from hospitals, including secure mental health units, residential homes, and in the community. For us advocacy is as simple as helping people have their voice heard, understand their rights, and speak up about what they need and what is important to them.

Our Aims:

- To **support** and empower those experiencing poor mental health to express their views, be heard and have a direct say on issues critical to their wellbeing and recovery.
- To **enable** individuals to explore their options and agree a course of action to actively take part in resolving their issues and develop the skills to overcome the barriers to good mental health.
- To **empower** individuals to make informed choices and support them to identify their personal strengths to gain and remain in control of their lives.
- To **defend** and promote the rights of those experiencing mental health issues and safeguard them by promoting good practice, and preventing discrimination, neglect, and abuse.
- To **promote** social inclusion and raise awareness of the obstacles faced by individuals experiencing poor mental health to prevent exclusion and isolation.
- To **encourage** individuals to broaden their horizons and become active and inclusive members of society.





Our Vision: is for an inclusive and safe society where the voices of vulnerable people, particularly those with mental health issues, are listened to, their views are valued, and they are able to live fulfilling lives according to their own choices.

Our Values:

- **Passionate:** We are passionate about leading the way to a better quality of life for everyone affected by mental illness. We are committed to delivering high quality support and strive for excellence in everything we do, however small.
- **Person Led:** We put those we support first, ensuring that we are directed by their wishes and interests. We are non-judgemental and respectful of people's needs, views culture and experiences.
- **Independent:** We are independent from statutory organisations and all other service providers so we remain free from influence and conflict of interest so we can fully represent those we support.
- **Empowering:** We treat people as individuals with their own unique strengths. We support people to speak up for themselves and create opportunities for self-advocacy, empowerment, and enablement. We equip people to understand their rights and support people to access information to exercise choice and control in their lives.
- **Understanding:** People who are affected by mental illness are at the heart of everything we do. We involve them in shaping our organisation, when developing and delivering services that meet their needs and make a positive difference to people's lives.
- **Equality:** We are pro-active in tackling all forms of inequality, discrimination, and social exclusion so that everyone is treated fairly. We make reasonable adjustments to ensure people have appropriate opportunities to engage, direct and benefit from our services.
- **Accessible:** Our services are provided free of charge to those who are eligible. We do our best to be accommodating in the way we provide our services and use language that is easy to understand and accessible for all.



Our Services:

Many of us find it difficult, to get our voice heard about decisions or actions that affect our lives. For some people, experiencing poor mental health can affect their ability to understand their situation, access or understand information about their rights or the benefits they are entitled to. Sometimes, everyday tasks can become overwhelming, frightening, and confusing.

Our Advocates adopt the principles of empowerment, positive choices, and user involvement to work alongside our beneficiaries to tackle the issues that matters to them most, including:



Health & Social Care: Where individuals are supported when discussions or decisions are being made in relation to their treatment or care and support planning or to challenge decisions which they do not agree with.



Living Skills: Where Individuals who are struggling to care for themselves, complete everyday tasks or access the community are supported to attend assessments to determine their needs to maintain their independence.



Welfare Reform: Where individuals are assisted to understand, prepare, attend, and take part in meetings, assessments or appeals when making a claim, renewing, or appealing a decision for welfare benefits such as PIP, ESA or UC.



Family: Where individuals are assisted with all family matters, including those whose children are subject to care proceedings and they require support to engage and participate in local authority planning processes.



Debt Management & Financial Hardship: Where those who are struggling with debt are supported to prevent their financial problems from escalating and those in financial crisis are assisted to access local welfare assistance schemes.



Social Networks & Relationships: Where individuals are supported to identify their hobbies and interests to find suitable community groups, leisure and social activities, develop new interests, or rediscover skills, e.g. through volunteering.



Managing Housing & Accommodation: Where individuals are assisted to resolve issues around their current housing, seeking alternative housing and understanding their rights when faced with homelessness.



Workplace Disputes: Where those who are involved in workplace disputes or conflict are supported to understand their rights, speak with their employer, or take part in meetings to try and resolve it.





Addictive Behaviours: Where individuals who are concerned about their drug or alcohol intake, or behavioural addictions, such as gambling, are assisted to access the necessary treatment and support needed to overcome them.



Offending & Victims of Crime: Where individuals have been accused of a crime, or those who are a victim of crime are supported to engage within the Court process, seek legal advice or access additional services to prevent re-offending.

Our Impact:



**190
PEOPLE**

**were supported through our
advocacy services.**



**330
CASES**

**were dealt with by our
Advocates.**



**86%
OF THOSE
SUPPORTED**

**reported improvements in
their mental health.**



**97%
FELT THEIR
RIGHTS**

**were respected as a result of
our advocacy support.**

GEOFFREY'S STORY:

Geoffrey heard about STAMP, from a friend, after trying to end his life.

Geoffrey was an active Community Volunteer prior to the Coronavirus Pandemic, but due to his age and vulnerability Geoffrey stopped volunteering to protect his health. He did not return once restrictions were lifted and as a result Geoffrey had become isolated.

After discussions with his Advocate, it became clear that Geoffrey likes to be active, both physically and mentally. He was keen to build up his social interaction again and required advocacy support to look at social activities he could attend.

The Advocate spoke with Geoffrey about the types of activities he would like to do, and his likes and dislikes, so they could get an idea of what services might be suitable for him.

As a result of the interaction with his Advocate, Geoffrey is now attending a men's peer-to-peer support group, a peer support network offering physical activities, walking groups, social interaction sessions and a digital skills course.

Now that Geoffrey is engaging in meaningful activities and interacting with others his mental health has significantly improved, and he only requires intermittent support from his Advocate.

Geoffrey is now enjoying life and feels optimistic about his future, so much so, that he is now considering becoming a Volunteer Befriender so he can help others in similar situations.



THE ROLE: MENTAL HEALTH ADVOCATE

As a Mental Health Advocate you will support people to express their views, secure their rights, pursue their interests and obtain the services they need. You will work in partnership with people and take their side, promoting equality, social inclusion and social justice.

Terms of Employment:

Contract: Fixed-Term (until 31 December 2025)

Hours: Flexible, Full-Time/Part-Time Positions Available

Salary: £24,064 per annum (pro-rata)

Location: The post holder will be based at STAMP Revisited's office within Roseberry Park, Middlesbrough but will be expected to travel to various locations across Middlesbrough, Redcar & East Cleveland & Stockton-On-Tees.

Main Duties & Responsibilities:

Service Delivery:

To take, triage and process referrals into the service referring individuals to other services, where appropriate.

To manage an active caseload ensuring timely, prioritised, and responsive interventions.

To deliver one-to-one client-led advocacy to those with mental health issues living within the community, in hospital or a residential setting, delivering a strong outcome focussed service that achieves a high level of positive impact for our client base.

To create individual advocacy action plans in partnership with people highlighting what they would like to achieve and how we can best support them.

To always act on behalf of clients, 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 work with individuals to provide information, support, and representation to assist them in decision making processes affecting all aspects of their daily lives.
Research alternatives and provide information to clients to enable them to make informed decisions, understand and exercise their rights and challenge decision makers.
To work with groups of patients on a ward or other community basis to assist them in developing and expressing a collective point of view.
Promote the rights, equality, diversity and needs of all by ensuring they are respected and valued as individuals.
To promote self-advocacy as a strategy to build confidence and independence.
Identify any conflicts of interest and risks in delivering the service ensuring they are appropriately assessed, reported, and recorded.
Communicate effectively with clients with diverse needs, and with professionals at all levels, including working with signers, interpreters, and communications aids.
To keep accurate and appropriate records of all advocacy activity, update client records including monitoring and evaluation data using the agreed systems and protocols.
To publicise, network, and promote our advocacy provision to the public, other organisations, and key stakeholders.
Mentor and supervise volunteers and students.

Training & Supervision:

To be committed to personal development by actively contributing to supervisions, appraisals and training and development opportunities.
To undertake any training deemed appropriate, including working towards professional qualifications such as the National Advocacy Qualification.
To contribute towards service and operational planning and development strategies, including facilitating continuity for both planned and unplanned leave and developing case studies.
To develop and share good practice and learning with colleagues and effectively engage in peer support discussion with members of the Advocacy team.

To contribute to STAMP Revisited's organisational knowledge and development through information sharing and relevant service development plans.

Keep knowledge of local services, relevant regulations, legislation, policy, and good practice up to date.

Stakeholders:

To build supportive relationships with peers.

To build and maintain good working relationships with professionals promoting a positive image of STAMP Revisited.

Develop effective supportive working relationships with clients whilst maintaining professional boundaries.

General:

To adhere to STAMP Revisited's policies and procedures at all times.

To be aware of personal safety and security when carrying out work.

To adhere to STAMP Revisited's Safeguarding policies and report any concerns regarding an individual's safety.

To maintain privacy and confidentiality in line with STAMP Revisited's policies and procedures.

To ensure STAMP Revisited's Equal Opportunities, Code of Conduct and Health & Safety policies are fully understood and upheld.

Person Specification:

Qualifications & Experience:

Qualified to degree level or holds a relevant qualification or experience.	Essential
Experience of working with people with complex mental health needs or in a social care setting.	Essential
A minimum of 18 months' proven experience of providing advocacy support to vulnerable individuals.	Desirable
Successfully completed the core modules of the National Advocacy Qualification (Level 3 or 4).	Desirable

Skills & Competencies:

Able to engage with, communicate effectively and maintain professional relationships with a range of individuals and organisations.	Essential
Able to form positive working relationships with a diverse client population with a wide range of communication needs.	Essential
Excellent communication skills, both written and oral.	Essential
Able to employ a variety of communication aids to establish the wishes and needs of people with whom it may be difficult to communicate.	Essential
Able to work independently, effectively respond to instructions and operate with minimum supervision.	Essential
Good interpersonal and negotiation skills.	Essential
Able to prioritise, manage a diverse and demanding workload and work to tight deadlines.	Essential
Able to organise and manage own diary to deliver an efficient service, across a wide geographical area in a variety of locations.	Essential
Able to deal with sensitive information and maintain strict confidentiality, both in and out of the workplace.	Essential
Able to produce records, case notes, information, and reports to a high professional standard.	Essential
IT literate, confident and able to use email, internet, databases, video calling and Microsoft Office programmes such as Word, Excel, PowerPoint, and Teams.	Essential
Able to develop, deliver or facilitate presentations, training, and consultation events.	Essential

Knowledge:

An understanding of and commitment to the principles and practice of advocacy.	Essential
An understanding of a range of mental health difficulties and how these can impact on people.	Essential
Knowledge of local health, social care, and independent sector services.	Essential

Awareness of cultural, social and health issues in the local community and/or experience of work in diverse communities.	Essential
An understanding of the ethos and nature of the voluntary sector and working within a small organisation.	Essential
An understanding of the statutory regulations and other key guidance covering advocacy and any relevant human rights legislation.	Desirable

Other Requirements:

Demonstrate a commitment to upholding the rights of people who face disadvantage or discrimination.	Essential
Understanding and strong support for the principles of empowerment and involvement.	Essential
Understanding, awareness of and commitment to the principles of equal opportunities and the promotion of equality and diversity within the service.	Essential
Willingness to participate in training and development opportunities.	Essential
Flexible in approach and willing to work unsocial hours when required.	Essential
Motivated, enthusiastic, and committed.	Essential
Ability to travel across the service area to meet demands of the service (some areas may include remote locations without easy access to public transport).	Essential
Willingness to undertake an Enhanced level criminal records check through the Disclosure & Barring Service (including the Adults Barred List).	Essential

SAFEGUARDING:

STAMP Revisited believes that everyone has a right to live free from abuse and neglect. Safeguarding others is paramount throughout all that we do. We expect all individuals associated with STAMP Revisited to:

- Share this commitment,
- Understand that safeguarding is everyone's responsibility, and
- Safeguard the welfare of adults at risk of harm and promote their wellbeing.

As an organisation that undertakes 'Regulated Activity' all advocacy roles are subject to an Enhanced DBS (Disclosure & Barring Service) and Adult Barred List Check.



EMPLOYEE BENEFITS:



FLEXIBLE WORKING ARRANGEMENTS

to help you maintain your work-life balance.



EMPLOYEE ASSISTANCE PROGRAMME

a 24 hour helpline to support you through life's challenges.



LEARNING & DEVELOPMENT OPPORTUNITIES

to support you on your journey with STAMP Revisited.



ENHANCED ANNUAL LEAVE PROGRAMME

5 additional days above the statutory entitlement.



DEFINED CONTRIBUTION PENSION SCHEME

to help you save for your retirement.



CONTRACTUAL SICK PAY SCHEME

to support you during periods of ill health.



EMPLOYEE DISCOUNT & REWARDS SCHEME

for high street stores, leisure activities and much more.



REAL LIVING WAGE SALARIES

because you deserve a wage that meets your everyday needs.



ANNUAL WELLBEING DAY

to focus on your own health and wellbeing.



TRAVEL EXPENSES & FREE ON-SITE PARKING

claim up to 45p per mile for work-related travel.



OUR COMMITMENT TO EQUALITY & DIVERSITY:

At STAMP Revisited we are committed to reflecting and representing the diversity of our community and to equal opportunities in employment. Our policies and procedures aim to promote an environment that is free from all forms of unlawful or unfair discrimination.

We will take every possible step to ensure that no person working at STAMP Revisited or seeking employment with us will receive less favourable treatment (direct discrimination) or will be disadvantaged by requirements or conditions that cannot be shown to be justifiable (indirect discrimination) on the grounds of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We recognise that the provision of equal opportunities in the workplace results in a motivated, productive and creative workforce. Our equal opportunities policy will help all those who work for us to develop their full potential and the talents and resources of the workforce will be utilised fully to create an organisation of opportunity for all.

As an applicant, you can be assured that STAMP Revisited will take positive steps to ensure all applicants are treated equally and fairly throughout the recruitment and selection process. All decisions are made on merit, in line with the job and skills requirements set for the vacancy.

Positive About Disability:

As an employer, we are aware of our obligations under the Equality Act 2010 and are committed to offering support and making reasonable adjustments to allow full participation in this process. It is important that you let those involved in the recruitment process of any requirements you have.

We value and encourage diversity in our workforce and are committed to promoting equality and eliminating discrimination. As part of our commitment, and as a Disability Confident Committed Employer, all disabled candidates who meet the essential criteria, relevant to this role (as set out within the person specification), will be guaranteed an interview.





HOW TO APPLY:

Please download and complete an Application Form, which is available via our Website at: www.stamprevisited.org.uk/advocatevacancy. Please do not enclose a CV as this will not be considered by the interviewing panel.

We shortlist candidates by matching details on your application against the person specification, so please make sure your supporting statement, within the application form, carefully addresses this.


We are looking for clear evidence of your experience, skills and knowledge (including those gained through less formal methods, such as parenting, caring responsibilities, or volunteering), which may contribute to your ability to carry out this role.


The closing date for applications is **midnight on Sunday 8 September 2024**. Interviews are expected to take place week commencing **16 September 2024**.

All completed applications, and additional documents, should be returned by email to recruitment@stamprevisited.org.uk.

For more information about this role, please contact our Project Manager, Andrea Gent: You can do this by:

 01642 837555 or 07579 777873

 andreagent@stamprevisited.org.uk

 STAMP Revisited, Roseberry Park Hospital, Marton Road, Middlesbrough, TS4 3AF

You can also connect with us via our social media channels:

 facebook.com/stamprevisited

 twitter.com/stamprevisited

 instagram.com/stamprevisited

 linkedin.com/stamprevisited

