

Gaddum ... Advocacy

Independent Advocate

Full time permanent post, 35 hours a week

Job Description

Job Title:	Independent Advocate
Accountable to:	Head of Operations
Responsible to:	Advocacy Services Manager
Reporting to:	Independent Advocacy Team Leader
Location:	Gaddum House, hospital and community settings
Salary:	£21,589
Hours:	35 Hours (with additional flexible working required to suit the needs of the role)
Contract:	Permanent (subject to funding)

Job Summary

Gaddum Advocacy (aka: The Manchester Advocacy Hub) provides all statutory advocacy services across Manchester and we are looking for an energetic and passionate advocate to join our team.

Our aim is to strengthen the voice of Manchester citizens through the promotion, delivery and understanding of advocacy. We do this by:

- taking action to help people say what they want,
- securing people's rights,
- representing the interests of the individual
- obtaining services that our service users need.

Our Advocates work in partnership with the people they support. Gaddum Advocacy promotes social inclusion, equality and social justice.

This role will provide the following statutory Advocacy:

- Independent Mental Health Advocacy (IMHA) in line with the Mental Health Act 2007
- Independent Mental Capacity Advocacy (IMCA) in line with the Mental Capacity Act 2005
- Independent Care Act Advocacy (ICAA) in line with the Care Act 2014
- Independent Health Complaints Advocacy (IHCA) in line with NHS regulations 2009

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Job Purpose

- To provide statutory independent advocacy for people eligible under the Care Act, Mental Capacity Act, Mental Health Act and NHS complaints Regulations.
- To promote social inclusion, equality and social justice through advocacy.

Duties and Responsibilities

Providing Advocacy support to individuals

- To receive and undertake Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA), Independent Health Complaints Advocacy (IHCA) and Care Act Advocacy (ICAA) referrals as required in a timely manner.
- To provide Advocacy to ensure individual's views, wishes and feelings are heard.
- To ascertain, where possible, users wishes and feelings using a range of communication methods which best suit the person.
- To provide non-instructed advocacy to individuals who are unable to express their wishes and feelings using appropriate advocacy tools such as the watching brief and rights-based approach.
- To work in a wide range of settings; including secure units, care homes, mental health settings, private homes and community settings.
- To work with individuals that may have complex mental health needs, learning disabilities, autism or communication needs.
- To support individuals to have their voice heard by supporting them to articulate their views.
- To support individuals to lead the advocacy process.
- To support individuals to challenge any decisions they are unhappy with.
- To support individuals to access legal advice and other relevant information or services as required.
- To consult with other parties where relevant and to access relevant records in line with Gaddum Centre's confidentiality policy.

Reporting

- To keep accurate and up to date casework records.
- To contribute to the production of monthly and quarterly reports as requested.
- To write letters and/or submit complaints with service users and on their behalf where appropriate.

Training and development

- To keep up to date with relevant policy, legislation and case law relating to the role.
- Attend and participate in training as required.
- Effectively engage in supervision.
- Effectively engage in team meetings.

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- Effectively engage in peer support discussion with members of Gaddum Advocacy team.
- To towards relevant National Independent Advocacy Qualifications as required.

Other duties:

- To respond to enquiries and calls coming into Gaddum Advocacy in a professional and knowledgeable manner when on duty.
- To be aware of personal safety and security when carrying out work.
- To attend user forum meetings as required.
- To identify other advocacy issues and direct user to appropriate support and information in order to exercise their rights and access services.
- To support and engage in the wider activities of the charity.
- To support activities that promote social inclusion, equality and social justice

Our values and polices:

- To adhere to Gaddum Policies and Procedures, including Safeguarding and Confidentiality.
- To uphold Gaddum's values of being: Supportive, Empowering, Professional, Diverse and Innovative.
- To work as a team with colleagues.
- To promote the work of the Gaddum

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.

Independent Advocate

Criteria	Essential	Desirable	How assessed
<p style="text-align: center;">Qualifications/ Experience</p>	<p>A minimum of 12 months proven experience of working with people to (formally or informally) Advocate for their views and wishes and get their voice heard.</p> <p>English and Maths GCSE at grades C or above, or equivalent qualification.</p> <p>Experience of working with people with complex mental health needs, communication needs, cognitive difficulties or learning disabilities.</p>	<p>Successfully completed a national Independent Advocacy Qualification.</p> <p>Hold a relevant professional qualification.</p> <p>Experience of providing statutory advocacy support to people.</p>	<p style="text-align: center;">Application</p>
<p style="text-align: center;">Skills and Abilities</p>	<p>Excellent communication skills and the ability to communicate with a wide range of people, including those with whom communication is challenging.</p> <p>Ability to understand relevant legislation and case law.</p> <p>Ability to use Microsoft Word, Outlook and basic database systems.</p> <p>Ability to prioritise and plan own work; take responsibility in decision making, be very well organised and work independently to meet deadlines.</p> <p>Ability to apply solution focussed principles when encountering obstacles as part of day-to-day work.</p>	<p>Ability to use contact management systems such as CIVICRM.</p>	<p style="text-align: center;">Application/Interview</p>

<p style="text-align: center;">Knowledge</p>	<p>A robust knowledge of and commitment to Safeguarding.</p> <p>A knowledge and understanding of the principles and practices of advocacy. This includes instructed and non-instructed advocacy.</p> <p>Knowledge and understanding of health and social care policies and practices.</p> <p>Knowledge and understanding of relevant legislation including the Mental Health Act, Care Act and Mental Capacity Act.</p> <p>Knowledge and understanding of, and demonstrable commitment to, ensuring equal opportunities in practice.</p>	<p>Knowledge and understanding of issues relevant to providing services in diverse and multi-ethnic communities.</p> <p>Knowledge of challenging issues that may arise in health and social care policies and practices.</p>	<p style="text-align: center;">Application/Interview</p>
<p style="text-align: center;">Values and Personal attributes</p>	<p>Demonstrable commitment to upholding the rights of people who face disadvantage or discrimination.</p> <p>Committed to promoting our values of social inclusion, justice and social justice.</p> <p>To uphold Gaddum's values of being: Supportive, Empowering, Professional, Diverse and Innovative.</p>		<p style="text-align: center;">Application/Interview</p>
<p style="text-align: center;">Other Requirements</p>	<p>Ability to travel independently throughout Manchester and visit clients in a range of settings.</p> <p>Ability to work flexibly to suit the needs of the service.</p>	<p>Use of own car.</p>	<p style="text-align: center;">Application/ Interview</p>