

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:	Office, hospital and community settings
Salary:	£22,183
Hours:	35 Hours
Contract:	Permanent (subject to funding)

Being a Gaddum Advocate

Gaddum Advocacy promotes social inclusion, equality and social justice through the delivery, promotion and understanding of Advocacy. We hold the Advocacy Quality Performance Mark for our provision of excellent services.

We provide:

- All statutory Advocacy services to the citizens of Manchester including: Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA), Care Act Advocacy and Health Complaints Advocacy.
- Culturally Appropriate Advocacy for Black Asian and Minority Ethnic people accessing Mental Health services in hospitals and the community.

Our aim is to strengthen the voice of Manchester citizens 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.

Job Summary

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

Gaddum

... Advocacy

Duties and Responsibilities

Providing Advocacy support to individuals

- To provide person-centred one-to-one Advocacy to ensure individual's views, wishes and feelings are heard, using a range of communication methods which best suit the person.
- To receive and undertake Independent Advocacy referrals as required in a timely manner.
- 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, psychiatric wards, private homes and community settings.
- To work effectively with individuals that may have complex mental health needs, learning disabilities, autism or communication needs.
- To support individuals to lead the advocacy process and/or self-Advocate.
- To support individuals to challenge any decisions they are unhappy with and access legal advice and other relevant information or services as required.
- To apply Codes or Practice, case precedents and legislation to ensure people's rights are upheld.
- 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, reports 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 and be responsible for personal development.
- Effectively engage in team meetings and peer support discussion with members of Gaddum Advocacy team.
- To complete relevant National Independent Advocacy Qualifications.

Becoming a qualified Independent Advocate: Gaddum will support Advocates to complete the level 4 City and Guilds qualification in Independent Advocacy. While studying, Advocates will be provided with 5-10 paid study days per year.

Gaddum

... Advocacy

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 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.

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.

Working for Gaddum:

As a responsible employer, we:

- are accredited as part of the [national living wage scheme](#).
- have a 35hr working week.
- have 25 days' holiday entitlement, plus bank holidays with increasing annual leave allocation for continued long service.
- have an enhanced maternity package.
- offer a personal pension scheme of 7.5% & 5% matched contributions
- Death in service benefit
- have a dedicated Staff Wellbeing Action Group / programme.
- have access to staff reward gateway; Your Gaddum, including discounts at high street retailers, cycle to work scheme and wellbeing support (Employee Assistance Programme)
- offer development and training opportunities.

Gaddum

... Advocacy

Person Specification

Independent Advocate Person Specification

In your application form, please outline, providing examples of how you meet the 'Essential' criteria for this role

Criteria	Essential	Desirable	Assessed*
Qualifications/ Experience	<p>Experience of working with people with complex mental health needs, care needs, communication needs, cognitive difficulties or learning disabilities.</p> <p>Experience of working with people (in a professional or personal context) to 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 in the advocacy sector or the health and social care sector.</p> <p>Successfully completed a national Independent Advocacy Qualification.</p> <p>Hold a relevant professional qualification.</p>	A, I
Skills and Abilities	<p>Excellent communication skills and ability to listen and communicate with people who have communication needs.</p> <p>Ability to understand and apply relevant legislation and case law.</p> <p>Ability to use Microsoft Word, Outlook and basic database systems.</p> <p>Ability to prioritise and plan work; take responsibility in decision making, be very well organised and work independently to meet deadlines.</p> <p>Ability to be solution focussed when encountering obstacles as part of day-to-day work.</p>	<p>Ability to use contact management systems such as CIVICRM.</p>	A, I or T

Gaddum

... Advocacy

Person Specification

Knowledge	<p>A robust knowledge of and commitment to Safeguarding.</p> <p>Knowledge of Mental Health services and the health and social care sector.</p> <p>Knowledge of the role of statutory Independent Advocacy.</p> <p>Knowledge and commitment to anti-racist and inclusive practices.</p>	<p>Knowledge of challenging issues that may arise in health and social care policies and practices.</p>	A, I
Values and Personal attributes	<p>Demonstrable commitment to upholding the rights of people who face disadvantage or discrimination.</p> <p>To uphold Gaddum's values of being: Supportive, Empowering, Professional, Diverse and Innovative.</p>		A, I
Other Requirements	<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>		A

*Application, Interview, Task