



## Independent Advocate

<b>Job title</b>	Independent Advocate
<b>Reporting to</b>	Senior Advocate
<b>Contract</b>	Permanent
<b>Hours</b>	Full time / part time
<b>Salary</b>	£24,760 – £27,000 pa depending on experience
<b>Location</b>	Inner London
<b>Closing date</b>	We will interview as suitable candidates apply

**We welcome applications from people with transferrable skills and qualities, and people with diverse employment histories and personal backgrounds.**

Delivery of our advocacy services are hybrid, this means that the majority of your time will be delivery with people in person and administrative tasks can be completed from home or offices as required. The needs of the services and those receiving an advocacy services are our priority and hybrid working must meet these needs.

## About The Advocacy Project

We help people who are marginalised or vulnerable because of their circumstances make their own choices about their lives. We support them to speak up and help improve important services we all need. We want to make sure people across all age and care groups – including learning disability and mental health – can:

- › voice their concerns
- › understand their rights
- › make effective choices about what happens in their lives

We do this through advocacy services which support people individually, and user involvement projects that help organisations improve the services they offer.

Find out more about us at [www.advocacyproject.org.uk](http://www.advocacyproject.org.uk)

### Our vision

A world in which every person has a voice

### Our mission

To enable every person to have their voice heard, uphold their rights and make choices

## About the role

The post-holder will provide independent advocacy in various settings, including in the community, people's homes, and hospital settings including mental health wards. You'll raise awareness of advocacy, including for people from minority ethnic communities. You'll work as part of a team of independent advocates, reporting to the senior advocate.

We work in the London boroughs of Hackney, Westminster, RBKC, Ealing, Hammersmith & Fulham and in Broadmoor Hospital, Berkshire. Please contact us to find out which locations we're currently recruiting in, and whether part time or full time posts are available.

Under the Health and Social Care Act 2008, the post holder will be required to visit CQC registered care homes and would be subject to government requirements.

## Key responsibilities

- Provide advocacy for people eligible under the Mental Health Act 2007, Health and Social Care Act 2012, Mental Capacity Act 2005 and Care Act 2014.
- Provide a one-to-one advocacy service for people and undertake case work, evidencing and uploading case notes and data in a timely manner.
- Provide instructed and non-instructed advocacy, where appropriate.
- Provide information, support or signpost clients in order to inform or empower individuals on any issues about their treatment under the relevant legislation.
- Act as duty advocate for our Single Point of Access referral line on a rota basis.
- Meet case-working standards, monitoring system requirements and the goals for our service, making sure everyone needing advocacy is referred into the service in the right way.
- Work within the location-specific engagement protocols, security, confidentiality and safeguarding policies (in addition to the Advocacy Best Practice Handbook).
- Actively promote self-advocacy throughout all work with patients, where practical.
- Raise awareness of independent advocacy and referring pathways to eligible people and referring agencies.
- Keep your knowledge of legislation and policy up-to-date, including the mental health act, mental capacity act, care act, and local / national policy.
- Keep up to date with developments and good practice in independent advocacy (including different advocacy models).
- Develop good working relationships with key staff within health and social care services.
- Be an active member of the advocacy service, contributing to service planning and providing cover for other colleagues when needed.

## General responsibilities

- › Participate in team meetings and training.
- › Participate in personal, team and organisational development.
- › Contribute to monitoring reports.
- › Keep to our policies, including health & safety, and risk regulations.
- › Work to our mission, vision, and values.
- › Carry out other projects and tasks as needed.

## Person specification

We welcome applications from people with transferrable skills and qualities, and people with diverse employment histories and personal backgrounds.

### **Essential qualities and attributes:**

- › Understanding of the role and responsibilities of an advocate.
- › Understanding of issues faced by people with mental health conditions, physical health conditions and learning disabilities.
- › Ability to listen and build trust, to encourage people to express their own views and to represent clients' self-defined interests.
- › Excellent interpersonal and communication skills (written and verbal). Good at working with a wide variety of people including commissioners, service users and colleagues.
- › IT literate, including working knowledge of Microsoft packages (Excel, Word, Outlook).
- › Commitment to working within The Advocacy Project code of conduct, equality and safeguarding policies.
- › Ability to work as part of a team and on your own initiative, to plan and prioritise your own workload.
- › Willingness to promote The Advocacy Project and its services in line with our mission, vision and values.
- › Commitment to ongoing professional development.

### **Desirable knowledge, experience and qualifications:**

- › Experience of delivering different forms of advocacy (instructed and non-instructed; IMHA, ICAA, IMCA, IHCA,) within a statutory advocacy service.
- › Knowledge of the Mental Health Act / Mental Capacity Act / Care Act and other statutory legislation as it applies to advocacy.
- › Knowledge of mental health sections and social care services, including current issues in policy and practice.
- › Understanding of the Accessible Information Standard.
- › Advocacy qualification.

## Benefits of working for us

We're committed to providing an empowering, flexible and supportive working environment for all our staff.

Our employee benefits include 30 days annual leave (including up to 3 days between Christmas and New Year), participation in a pension scheme with 6% employer contribution, access to a free confidential counselling service, and an interest-free travel/bike loan.

All our staff are supported to learn and develop in a variety of ways, including a monthly lecture series where we invite sector experts to talk to our staff on topical issues.

We are a Disability Confident and Mindful Employer.

## How to apply

Upload your application via our website on [www.advocacyproject.org.uk/work-for-us](http://www.advocacyproject.org.uk/work-for-us)

Include your CV and a supporting statement explaining why you think you're the person we're looking for and how your experience meets each point in the person specification. You can use examples from paid or voluntary work, and life experiences. We only accept applications from candidates who upload both a supporting statement and CV.

It's a legal requirement that you are eligible to work in the UK for all our posts.

If you have any questions please get in touch on [HR@advocacyproject.org.uk](mailto:HR@advocacyproject.org.uk) / 020 8106 0640.

### **An external review concluded that:**

"...advocates have excellent support and training to undertake their roles" and advocates find the "lectures, internal training, team meetings and case review meetings extremely helpful"

The review also stated "managers are always accessible and there was a great deal of knowledge and experience across the teams".

**Winner of the  
National Advocacy Award for Equality & Diversity (2019)**