



## Advocacy in Barnet

Title: Advocate

Salary: £26,000 - £28,000 dependent on experience

Hours: Full time: 36 hours per week

Responsible to: Chief Executive

Based at: One Stop Shop, The Concourse Grahame Park London NW9 5XB

### **Aims of Post:**

This is a new post in a new project “Lost in Transition” which aims to prevent hospital re-admission by supporting older people whilst in hospital, planning for and during the process of hospital discharge and re-settlement, enabling patients to voice their preferences to ensure that people have positive and beneficial outcomes either in their own home or those who were formerly living independently but discharged into care homes.

The Advocate will visit older people in 3 hospitals, advocating for them with issues they may have whilst in-patients, supporting them in the planning for and during the process of hospital discharge and re-settlement and in the period after transition. You will also liaise with discharge teams and hospital staff to ensure discharge plans are in place that meet the patient’s needs and wishes and that older people are supported upon discharge with transport, medication and accommodation.

The Advocate will also play a key role in supporting volunteer advocates in their work whilst in situ in 3 hospitals, visiting older people in their homes post discharge, monitoring discharge plans, general welfare and ensuring they are able to sustain independent living. For patients discharged into care homes, volunteers will support them in settling there. The project will also

support terminally ill older people with end of life planning, supporting them so they see out their days comfortably and not alone.

The post holder will also organise an annual London forum for professionals caring for older people.

### **Who AIB are looking for:**

The post-holder will need to possess the confidence and communication skills to represent the needs of service users to professionals at all levels and be able to be both assertive and diplomatic. S/he will feed the general difficulties people face back to service providers and planners. The post holder will work in a team of paid and unpaid advocates and support staff, volunteers and social work students to deliver advocacy with confidence. S/he will ideally have achieved the Independent Advocacy Qualification and have a good understanding of the Care Act 2014, relevant legislation, health and social care services. The post holder will work with people living in the community, residential care or whilst an inpatient in hospital.

The post-holder will need to be comfortable with working with a range of people with differing needs and from differing backgrounds and will be required to work in a way which is non-oppressive and recognises people as equals. S/he will understand and have a personal commitment to the rights of people using services to determine their own lifestyles and to have equality within the communities in which they live. S/he will ensure that confidentiality in the relationship with the individuals worked with is preserved at all times. S/he will also understand the constraints of working within the service system and be able to overcome challenges through establishing positive dialogue rather than confrontation. The post-holder will be expected to be able to work on her or his own initiative as well as working as part of a team. The post is self-servicing and the post-holder will be required to undertake their own administration, as well as share general office duties. The job whilst based within the One Stop Shop in Grahame Park will involve extensive travelling throughout the London Borough of Barnet.

### **Key areas of the work:**

- To support older people whilst in hospital with issues they may face about their care, health concerns, accommodation, caring responsibilities and support requirements
- To support older people in hospital to ensure that their views are listened to, and to represent these views on their behalf when requested to do so

- To enable older patients to make informed choices about their discharge, to have a voice in decision making processes, and to make informed choices about their treatment and care options
- To provide on-going advocacy and support to older people in their homes after discharge and ensure discharge plans are being effected and to a high standard.
- To ensure the general welfare of older people after discharge so that they are able to sustain independent living.
- To support older people discharged into care homes through the initial transition period and promote the dignity and choice of older people in residential care
- To ensure that new residents wishes and preferences are respected.
- To support terminally ill older people with end of life planning.
- To provide ongoing supervision and support to volunteers
- To represent the needs of service users to professionals at all levels and feed the general difficulties people face back to service providers and planners.

**Duties:**

1. To develop the provision of a flexible and inclusive confidential advocacy and support service for older people whilst in hospital and especially when facing discharge
2. To follow up referrals, make an assessment of need for advocacy support and to plan and carry out the work involved.
3. To allocate requests for advocacy to volunteers as best suited.
4. To research and provide bespoke information to enable older people to receive appropriate information and support in order that they can make informed choices and to live in the way they choose
5. To support older people become involved in the planning and decision-making processes that affect their lives and the services they receive
6. Working with the team, to ensure the services are consistently of the highest quality and strong outcomes are achieved for those who access the services.

7. To ensure that the needs of individuals are effectively communicated and articulated to service providers.
8. To demonstrate commitment to the values of Advocacy in Barnet and ensure this is distilled in the delivery of services by ensuring the advocacy services provided are consistently user-led, accessible and responsive, that they maintain the accurate representation of views and interests of service users and uphold their legal and human rights, in line with Advocacy in Barnet's policies and procedures.
9. To develop partnerships with local professionals involved in the delivery of services, and establish accessible and responsive referral processes.
10. To build constructive and collaborative relationships with other professionals involved in the delivery of services including cancer care and implement an accessible and responsive referral process whilst maintaining the accurate representation of the views of service users and the independence of Advocacy in Barnet
11. To work in accordance with advocacy and project delivery targets.
12. To handle complaints and comments in line with organisational policy.
13. To ensure that data is accurately entered and record advocacy activity within the organisation databases
14. To ensure quality assurance with advocacy outcomes and feedback
15. To line manage advocates and supervise social work students of placement.
16. To proactively offer support to volunteers on both a one-to-one and group basis and contribute to training from experience gained in the advocacy work.
17. To ensure that records are up to date, accurate and complete, and that confidentiality and data protection is being observed.
18. To record all advocacy activity on advocacy management databases.
19. To produce quarterly reports, project statistics and other data as required
20. To deliver awareness training to professionals, and others to ensure a full understanding of the nature of the advocacy service.
21. To contribute to the identification of gaps in service provision, new opportunities and the implementation of new initiatives.

22. To provide information as required for funding bids and grant monitoring.
23. To work independently and as part of the staff team.
24. To make frequent and effective use of personal supervision and to make use of training opportunities as appropriate.
25. To keep up to date with legislation, services and benefits, ensuring that older people are aware of local and national services, and are enabled to maximize their income and are aware of their rights
27. To work within a set budget and within the accepted policies of the organisation, paying particular attention to the duty of confidentiality, and responsibility for your own Health and Safety and that of others.
28. To participate in regular team meetings and supervision sessions and contribute to the development of services through feedback from delivery.
29. To participate in other relevant activities and duties which are consistent with the overall role of the post as required by your line manager.
30. To maintain a balance between all activities and ensure work life balance is considered at all times.

<b>Person Specification</b>	
<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	
Direct experience of working in the field of health, social care or the voluntary sector	Experience of working with vulnerable people
Experience of working in a multi-disciplinary capacity	Direct experience of working with older people
At least 2 years experience as an advocate	Forward thinking, with ability to think outside the box and problem solve
A proven record of working towards and achieving improved outcomes	Experience of supporting volunteers
Experience of supporting and motivating staff and volunteers	Positive “can do” attitude
Experience of maintaining records and database systems	Experience of training delivery

Experience of service promotion through talks and information sessions	Ability to work accurately to strict deadlines
Experience of working in a hospital setting	Familiarity with hospital discharge processes
Experience of working in a care home	
<b>Skills:</b>	
Good communication skills at all levels	
An ability to maintain and update a database system	Experience of enabling older people to improve their quality of life
Accuracy in recording and monitoring	Experience of quality monitoring
Resilience to manage multiple demands whilst maintaining an efficient work environment	Experience of providing information in accessible formats
Proven ability to work on own initiative and as part of a team	Willingness to be a flexible, supportive member of the team yet self-motivated and able to work on own initiative
Excellent written and verbal communication and negotiation skills	Treats people with dignity and respect
Ability to be both assertive and diplomatic and to work in a way which stresses dialogue as opposed to confrontation	Tenacity to persevere and do everything possible to bring about positive change
Proven ability to work to deadlines and prioritise tasks	Ability to plan and prioritise workload and work under pressure
Excellent computer skills including proficiency in Excel spreadsheets, Word for Windows, Outlook and database operation	Hold a full UK driving licence and ability to use their car for work
<b>Equality and Rights</b>	
A clear understanding of the common issues affecting older people who use community and/or health services	Direct personal experience of using community or health services.
Experience of working in a non-oppressive manner	
Proven ability to work with a range of people from differing backgrounds	
A clear understanding and commitment to equality of opportunity	

<b>Knowledge:</b>	
A knowledge of the range of community and health services available and an understanding of the way in which such services operate.	Experience of working as a volunteer
A clear understanding of the range of advocacy services available for people who use community and health services	Experience of the range of advocacy services available for people who use community and health services
An understanding of Care Act 2014, relevant legislation and strategies	Knowledge of good practice in relation to working with older people
A knowledge of the local statutory and voluntary sectors and services	Achieved Independent Advocacy Qualification
Experience of information or advice work	