



## Advocacy in Barnet

Title: Advocate

Salary: £24,000 - £27,000 pro rata dependent on experience

Hours: Part time: 28 hours per week

Responsible to: Advocacy Manager

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

### **Aims of Post:**

The advocate will have responsibility for day to day delivery of appropriate information and support and accessible independent advocacy. S/he will work with older service users including people eligible for support under the Care Act with a view to assisting them in dealing with difficulties they may have in accessing services. 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 have substantial advocacy experience and 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 work in a way, which challenges through establishing dialogue rather than through 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 empower older people to make informed decisions about their care, accommodation, caring responsibilities and support requirements and to take greater control of their lives.
- To support older people to ensure that their views are listened to, and to represent these views on their behalf when requested by service users to do so.
- To enable older people with long term conditions or those within hospital settings to have a voice in decision making processes, and to make informed choices about their treatment and care options.
- To support older people in seeking resolution to issues that affect their lives.
- To inform older people on options in obtaining personalised care and support services that enables self-directed support and informed choice.
- To promote the dignity and choice of older people in residential care or supported accommodation.
- To provide support as required for service user active participation in any proposed change to services or circumstances.
- To provide support to older people experiencing the onset of dementia.

- To provide an outreach service at GP and other Primary Care sites and ensure promotion of the service.
- To support and mentor social work students and volunteers as part of a team effort.
- To work in conjunction with the Volunteer Coordinator to assist in the training and support of volunteers.

**Duties:**

1. To deliver flexible and inclusive confidential advocacy, information and support service for older people which is responsive to their needs, using various methods of delivery.
2. To follow up referrals, make an assessment of need for advocacy support and to plan and carry out the work involved. S/he will spend time finding out about the problems people face and listen to their needs/aspirations and support them where necessary.
3. 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.
4. To support older people in hospital to become involved in the planning and decision-making processes that affect their lives and the services they receive.
5. To ensure that the needs of individuals are effectively communicated and articulated to service providers.
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 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.

8. To build constructive and collaborative relationships with other professionals involved in the delivery of services 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.
9. To work in accordance with advocacy and delivery targets.
10. To ensure that all advocacy records are up to date and data accurately entered within the organisation database and that confidentiality and data protection is being observed.
11. To ensure quality assurance with advocacy outcomes and feedback.
12. To proactively offer support and mentoring to advocates, social work students of placement and volunteers on both a one-to-one and group basis and contribute to training from experience gained in the advocacy work.
13. To provide information as required for project reports, funding bids and grant monitoring.
14. To deliver awareness training to professionals and others to ensure a full understanding of the nature of the advocacy service.
15. To make frequent and effective use of personal supervision and to make use of training opportunities as appropriate.
16. To keep up to date with legislation and services, ensuring that older people are aware of local and national services and are aware of their rights.
17. To work 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.
18. To handle safeguarding alerts, complaints and comments in line with organisational policy.
19. To participate in regular team meetings and supervision sessions, share learning with colleagues so efficiencies can be introduced across the organisation and contribute to the development of services through feedback from delivery.
20. To participate in other relevant activities and duties which are consistent with the overall role of the post as required by your line manager.

21. To maintain a balance between all activities and ensure work life balance is considered at all times.

<b>KEY ACCOUNTABILITIES:</b>	<b>MEASURABLE OUTCOMES:</b>
To deliver flexible and inclusive confidential advocacy which is responsive to the needs of older people.	Monitoring reports and service evaluation indicate quality delivery and service targets are met.
To research and provide bespoke information to enable older people to receive appropriate information and support in order that they can make informed choices, become involved in planning and decision-making and live in the way they choose. To ensure that the needs of individuals are effectively communicated and articulated to service providers.	Outcomes demonstrate that people feel confident in making decisions and understand health and social care systems. Requests by returning service users remain less than 3%.  AiB are key players in influencing improvements in service delivery for older people.
Support and mentor advocates, social work students on placement, volunteers and apprentices to deliver positive outcomes for our clients.	Advocates and volunteers report feeling supported and are confident in their work. Staff and volunteers are motivated and inspired in undertaking advocacy.
To keep up to date with relevant legislation, services, benefits and skills and share knowledge with peers.	Volunteers and staff are well informed and feel confident in their role.
Relevant AIB procedures are adhered to throughout advocacy practice, are data compliant and reports produced as required.	Quality standards are measurably met. Impact of advocacy on cases undertaken can be demonstrated.
To ensure opportunities for people to access help and information to suit their individual emotional and geographical needs are undertaken.	A regular outreach programme is undertaken and recorded.

This may include one to one drop in sessions, home visits, information events and outreach surgeries.	Direct requests from individuals for advocacy constitute a significant part of advocacy delivery. Evidence of increased profile of the Charity and new contacts reached.
Regular internal and external communications with a wide range of stakeholders are developed and maintained.	Good internal and external relationships. Stakeholders have clear effective communication pathways Organisation receives positive feedback from health and social care professionals
Gaps in the service are identified and evidence captured to support the development of new opportunities and initiatives to address these.	Advocacy in Barnet continues to develop new areas to address identified gaps. Funding applications are informed by demonstrable need.
Advocacy records are up to date and data accurately entered within the organisation database and that confidentiality and data protection is being observed.	Current case work information readily available in event of office absence. Monitoring reports easily produced from up to date database.
To provide information as required and on time for project reports, funding bids and grant monitoring.	Project progress and delivery reports contain accurate data and meet stakeholder standards.
To actively participate as team player in all duties cognizant with a busy frontline office.	

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/academic achievements required</b>	Good general level of education Trained to Independent Advocacy Qualification (IAQ). Evidence of CPD.	Experience in related field Holds IAQ Evidence of CPD.
<b>Experience - type and depth of experience required to do the job</b>	Substantial advocacy experience.	A clear understanding of the common issues affecting older people

	<p>Voluntary sector experience.</p> <p>Work in the field of health or social care.</p> <p>Experience of working with vulnerable people.</p> <p>A proven record of working towards and achieving improved outcomes.</p> <p>Experience of supporting and mentoring volunteers or peers.</p> <p>Ability and experience with building relationships with external stakeholders and the voluntary sector.</p> <p>Knowledge of current legislation and procedures.</p> <p>Experience of maintaining records and database systems.</p> <p>Experience of service promotion through talks and information sessions.</p> <p>Experience of enabling older people to improve their quality of life.</p> <p>Proven ability to work with a range of people from differing backgrounds.</p> <p>A clear understanding and commitment to equality of opportunity.</p>	<p>who use community and/or health services.</p> <p>Direct personal experience of using community or health services.</p> <p>Report writing skills.</p> <p>Experience and skills in undertaking promotion and publicity work.</p> <p>Experience of quality monitoring</p> <p>Experience of training delivery.</p> <p>Experience of providing information in accessible formats.</p> <p>Experience of working as a volunteer.</p>
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<p><b>Knowledge required</b></p>	<p>Knowledge of the range of community and health services available.          Understanding of the way in which such services operate.          A clear understanding of the range of advocacy services available for people who use community and health services.          An understanding of Care Act 2014, relevant legislation, strategies and services.          Knowledge of good practice in relation to working with older people.</p>	<p>Achieved Independent Advocacy Qualification.          Experience of information or advice work.          Knowledge of the local statutory and voluntary sectors and services.</p>
<p><b>Skills required</b></p>	<p>Effective communicator to present credibly and professionally at all levels.          Ability to be both assertive and diplomatic and to work in a way which stresses dialogue as opposed to confrontation.          High levels of IT literacy; accuracy in recording and monitoring and maintaining database records.          Excellent written and verbal communication skills.</p>	<p>Report writing and statistical analysis.          Public speaking, and presentations.          Hold a full UK driving licence and ability to use their car for work</p>

	<p>Proven ability to work to deadlines and prioritise tasks.</p> <p>Resilience to manage multiple complex and varied demands whilst maintaining an efficient work environment.</p> <p>Treats people with dignity and respect.</p> <p>Tenacity to persevere and do everything possible to bring about positive change</p> <p>Ability to work accurately to strict deadlines.</p> <p>Willingness to be a flexible, supportive member of the team yet self-motivated and able to work on own initiative.</p>	
<p><b>Personal disposition</b></p>	<p>Confident; enthusiastic; outgoing; a “people “ person; discreet; team player; flexible; “can-do” approach.</p> <p>Forward thinking.</p> <p>Ability to think outside the box and problem solve.</p>	