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| A picture containing graphical user interface  Description automatically generated**Engaging Communities Solutions****Advocate Vacancy- Advocacy HUB in Halton and Warrington****JOB DESCRIPTION** |
| Job Title: **Advocate**Service: ECS Halton and Warrington Advocacy HUB.Location: Hospital and Community venues throughout Halton, Widnes, Warrington and some home working.Accountable to: **Advocacy Manager** |

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| **Job Summary** |
| To act as a general and statutory advocate working with people throughout the boroughs of Halton and Warrington. The focus of this role will be to promote and deliver statutory Advocacy in the borough of Halton and NHS Complaints Advocacy in Warrington as part of the ECS Advocacy HUB. Advocates will have a specialist area of work as part of the Advocacy HUB but if demand requires it, advocates will be asked to offer support to deliver advocacy across the other service areas delivered from the HUB including, Independent Mental Capacity Advocacy (IMCA), Deprivation of Liberty Safeguards (DOLS), Care Act Advocacy, NHS Complaints, Litigation Friend and 1.2 Representative. |
| **Main Duties** |
| * To work with the Advocacy Manager and Managing Director in developing and maintaining the Advocacy HUB for people in Halton and the NHS Complaints Advocacy service in Warrington.
* To deliver advocacy to all people eligible for the service in Halton, as part of an integrated advocacy HUB. To carry a varied caseload of clients as part of a team, utilising as appropriate, both instructed and non-instructed advocacy techniques.
* To provide a response to a request for advocacy within agreed time limits, offering flexibility and understanding the need for prioritisation of workload.
* To deliver a high quality, efficient and effective Independent Advocacy support, providing confidential one to one support, working within, and complying with the contractual remit of the advocacy HUB service and code of conduct.
* To proactively engage with qualifying patients to ensure they understand their right to Independent Advocacy under the Mental Health Act, the role of an advocate and the support available from the service.
* To ensure that people who instruct the service are aware of their rights and of the rights and responsibilities of others towards them under the Mental Health Act.
* To provide advocacy and representation as an Independent Mental Capacity Advocate (IMCA) to people who lack capacity in relations to discussions or decisions about serious medical treatment, changes in accommodation, care reviews and adult safeguarding cases at short notice, or within the agreed time limits set out in the contract.
* To advocate for eligible people within meetings relating to their care and treatment under the Mental Health Act, including Multi-Disciplinary Team Meetings (MDT), Care Programme Approach (CPA) meetings, mental health assessments, Hospital Managers Meetings, Mental Health Tribunals, appointments with legal representatives and other meetings to fully support people to get their views heard in matters relating to their mental health.
* To involve people who lack capacity in the heart of the decisions to empower people to express their views where possible concerning: serious treatment, changes in accommodation care reviews and adult safeguarding cases as far as possible, through the provision of information, support, and representation.
* To represent individuals who lack capacity by phone, letter, and at meetings to a wide range of professionals and others, to ensure that their needs, wishes, cultural, spiritual and religious beliefs are at the heart of the decision-making process, and that their rights are protected.
* When it is not possible to involve people fully, work to the Best Interest principle to ensure that the principles of the Mental Capacity Act are being adhered to and ensuring that the decision made is the least restricting of their human rights, and that all options are given equal consideration.
* To support people who lack capacity to understand, as far as possible, their rights, and information or issues which affect them. To produce appropriate accessible information.
* To provide NHS Complaints Advocacy to residents of Warrington.
* To create accurate and timely reports as instructed.
* To ensure that the decision makers are aware of all factors relevant to a person’s best interests, and the decisions that is to be made, and to challenge decisions where necessary.
* To obtain and provide information and guidance for service users on a wide range of issues relating to the decision that is being made and identify a range of options as appropriate.
* To support the Advocacy Manager in providing insightful and accurate contract monitoring reports through consistent data inputting of all case information and monthly case studies of closed cases.
* To identify and document successes and challenges encountered, and work in collaboration with other advocates in the Advocacy HUB to evaluate the work of HUB and the impact being created through effective advocacy provision.
* Where possible, to promote self- advocacy, supporting the individual’s understanding of the choices open to them, enabling them to express their views and opinions and their active involvement in the decision-making process.
* To work within and meet agreed service goals including publicity and promotion activity. To promote the service both to the public and stakeholders, capitalising on all opportunities to engage.
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| **Key Responsibilities of this post** |
| * Act on referrals received and undertake case work in accordance with the service requirements, ensuring that service standards are met and that accurate electronic records are maintained in accordance with ECS’s policies and procedures.
* Maintain accurate, up to date case records, adhering to the ECS policy on confidentiality and client consent, and the requirements for data protection and safeguarding at all times. Ensuring that each case is progressed efficiently, and clients are kept up to date with case developments, ensuring all communications are accurately recorded on the client database.
* Provide information and signposting throughout each case, to ensure that individuals are aware of the roles and responsibilities of the professionals involved in their care (e.g., consultant psychiatrists, occupational therapists) and that they can access additional services which they may be eligible for.
* Monitor client satisfaction with the quality of service provided, ensuring all clients are asked for feedback at the end of every case.
* To attend appropriate training and supervision sessions as required and report regularly to the Advocacy Manager according to agreed standards.
* To liaise with the Advocacy team and support the Advocacy Manager with the training and induction of volunteer advocates or new paid advocates to ensure a consistent service across Halton.
* Develop and maintain effective joint working relationships with professionals (including health, social services, and voluntary agencies) to ensure awareness and understanding of advocacy, user participation, the role of independent advocacy, in particular the needs of diverse communities.
* Identify any opportunities for the service to be offered in local community sites to improve access to the Halton Advocacy HUB and NHS Complaints Advocacy Service in Warrington.
* Promote the Advocacy HUB to other statutory or voluntary sector organisations, carers and other relevant parties in Halton, where necessary attending meetings and deliver presentations.
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| **Special Requirements** |
| * Advocates will need to travel independently of public transport. You must have a full clean driver’s licence and access to a vehicle you can use for work purposes during work hours.
* You must live within or close to the border of the relevant contract area/s in which you will be working. For regular day-to-day tasks, travel expenses will only be paid within the contract working area.
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| Duties required of all ECS employees. |
| * Complete all mandatory training as required for the role, including induction training, annual e-learning and mandatory training courses, and take personal responsibility for training and development, including keeping up to date with best practice and training methods.
* Actively contribute to all team meetings, supervision meetings, appraisals, working groups and other meetings as required, reporting back as appropriate.
* Deal with complaints in accordance with ECS’s agreed procedure. In addition, all staff have a duty to report any breach of service standards to line management.
* Share responsibility for good health and safety practices, reporting any concerns to line management any concerns.
* Undertake such other duties in accordance with the post holder’s level of responsibility as may be required from time to time to maintain or enhance ECS services.
* To be administratively self-servicing.
* Maintain professional working standards and to work in adherence with the company’s accreditations, including the Quality Performance Mark (QPM) and the Investing in Volunteers accreditation.
* Undertake all duties in accordance with ECS policies, with reference to the Equal Opportunities, Health & Safety and confidentiality policies, and work towards their continuing development and implementation.
* All employees of ECS are expected to respect the rights of clients’ privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.
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| **SAFEGUARDING** |
| **ECS is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.** |

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| **Hours of work** |
| Part time –22.5 hours per week worked flexibly Monday to Friday |

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| **Salary and Benefits** |
| Salary: £24,150- £26,250 Full Time Equivalent based on experience and qualificationsWorkplace pension scheme (5% company pension contributions)Employee Assistance programmeFlexible working schemeElectric car salary sacrifice schemeCycle to work schemeTravel expenses- mileage is paid at 45p per mile. Holiday entitlement 24 days holiday per leave year at full pay for their first 3 years’ service.  (This is pro-rata for part time staff) This will increase to 27 days holiday per leave year after 3 years’ service, and to 30 days holiday per leave year after 5 years’ service.  This is exclusive of public and bank holidays.      The leave year runs from 1 April to 31 March of each year.   |

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| **This job will be reviewed periodically in line with the organisation’s Business Plan. ECS aim to reach agreement on changes, but if agreement is not possible, ECS reserves the right to change the job description.** |

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| **Person Specification** |
| Criteria – Advocate **(IMCA/IMCA DOLS/CARE ACT) and (IMHA/NHS Complaints)** | Essential | Desirable | Method of Assessment |
| Qualifications | Qualification in Advocacy (Level 3 Diploma) – including module in IMHA or be willing to achieve this qualification within 6 months. | ü |  | A |
| Knowledge, skills and Attributes | Excellent communication skills and organisational skills and an ability to work on own initiative and under pressure. | ü |  | A/I |
| Ability to work with a wide range of people from the statutory, voluntary, and private sectors. | ü |  | A/I |
| Strong communication skills, both verbal and written, including case note recording and report writing. Ability to challenge decision makers objectively and diplomatically when appropriate. | ü |  | A/I |
| Commitment to equal opportunities and confidentiality. | ü |  | A/I |
| IT skills, including Microsoft word processing, databases, internet, and e-mail. | ü |  | A/I |
| A sound knowledge, understanding and commitment to the principles and ethos of advocacy and empowerment- enabling people to have choice and control over their own care | ü |  | A/I |
| Ideally, you will have an excellent working knowledge of the Mental Capacity Act 2005, including the Deprivation of Liberty safeguards; strong experience working with vulnerable adults who are affected by significant health and social care issues and unable to speak up for themselves; and experience providing persuasive verbal and written representations. | ü |  | A/I |
| Knowledge of the structure and organisation of Local Authorities and the NHS. |  | ü | A/I |
| Knowledge of the Care Act and Mental Capacity Act and the NHS Complaint regulations. |  | ü | A/I |
| Experience | You will be supporting a wide range of vulnerable adults often with profound and multiple needs, so you will have experience of this type of work, along with a good working knowledge of public and voluntary organisations. | ü |  | A/I |
| Ability to approach issues objectively and diplomatically. A flexible attitude and the ability to handle highly sensitive information, whilst being able to work independently and confidently on behalf of others.  | ü |  | A/I |
| Experience of service promotional work. | ü |  | A/I |
| Experience of working in the voluntary sector including working with volunteers. |  | ü | A/I |
| Prior experience in an IMHA advocacy role and an NHS Complaints Advocacy role.  |  | ü | A/I |
| Other | Ability to travel freely across Halton and Warrington | ü |  | A/I |
| Because of the nature and location of the role, applicants must live within the area of Halton and Warrington; have a full driver’s licence and access to their own transport.  | ü |  | A/I |

A = Application Form

I = Interview