

Specialist Inpatient Advocate

Length of contract:	7 months fixed term
Salary:	£22,571 to £26,975 per annum (NJC scale 12/21) – Pro Rata
Based at:	Lancashire and South Cumbria
Hours:	22 hours per week

Our Mission

We help people to achieve the outcomes that matter to them in their lives, by providing high quality advocacy.

Purpose of role

The role of the Specialist Inpatient Advocate will be to provide support to individuals of all ages within mental health inpatient settings, ensuring people have a voice in decisions affecting their life, whilst helping them to understand their rights. The role will require the post holder to promote self-advocacy and empowerment and enable people to make informed decisions and get their views heard in matters relating to mental health and/or care and support needs within these settings. This will be through one-to-one advocacy and other models of advocacy as required. This activity will include working with people of all ages, people with mental health needs but specifically with people with Autism.

The post holder will also be required to confidently triage eligible and non-eligible referrals and making necessary contact to referrer/advocacy people where further clarification is needed. Where a case is not eligible, the post holder will be signposting the individual to other relevant services that can aid.

Key Tasks

- To manage a client caseload and ensure accurate case management and record keeping
- To remain independent from all other services, ensuring you are representing the person using the service only.
- Carry out advocacy duties in line with the QPM (Quality Performance Mark)
- Provide a person led and outcome focused advocacy service for the people we support
- Communicate with the person via phone, face to face, or virtually to explore what issues they would like support with
- Research and find out information for the person and help them to understand any information
- Work with other partners to ensure you are able to fairly represent the individual
- To support people to self-advocate (to articulate their own views wherever possible) or to speak on behalf of the person when requested to
- Promote the rights, equality, diversity and needs of the person by ensuring they are respected and valued as individuals
- Ensure that people have access to information that is presented in an appropriate manner for their individual needs, e.g. Easy Read documents.
- Promote self-advocacy through partnership working, encouraging the person to have maximum involvement in their case, where appropriate.
- Triage referrals to the service and having discussions with partners and professionals where necessary.
- To support with survey and evaluation of people's experiences of inpatient settings and produce high level reports

advocacy focus

- To work as a member of the team, attend bi-monthly team meetings, peer group meetings, and contribute towards service planning and developments for advocacy and the wider organisation.
- To represent Advocacy Focus at various meetings/promotional events as required and to provide feedback to the team.
- To mentor and supervise volunteers and students to support clients through casework and peer advocacy groups.
- To be flexible to support work across all service areas to meet referral, geographical and organisational demands.
- To undertake duties in line with safeguarding and data protection principles.
- To produce reports for the Advocacy Manager, SMT and, others as required.
- To attend regular supervision/appraisal sessions with the Advocacy Manager
- To be available to work occasionally in the evening and weekends as required.
- To work within Advocacy Focus's policies and procedures
- To be responsible for identifying areas for personal development.
- To undertake any other duties as commensurate with the grading of the post

Benefits

- **Personal Private Healthcare Plan** - A private healthcare plan for you and members of your family with money towards dentistry, glasses, private consultations and more.
- **Mental Health Support** - Free counselling and therapy support. 75% of our staff feel confident disclosing their mental health at work and we are keen to hear from anyone with lived experience of mental ill health.
- **Holidays** - 25 plus bank holidays and birthday day off.
- **Career Development and Progression** - We have award winning internal and external training packages. Most of our staff are trained in Mental Health First Aid and receive regular training, supervision, and development. As a small charity, you have a real opportunity to make a name for yourself and develop your skills.
- **Flexible Working** - Work 30 hours a week from anywhere, at any time between core office hours.
- **Wellbeing Days and Team Huddles** - We have regular meet ups where we focus on personal development and wellbeing.
- **Award Winning Workplace** - We recently came first out of 119 national organisations for our workplace wellbeing, culture, and support procedures.

Person Specification – What we need from you

This section outlines the things we need from a Specialist Inpatient Advocate. You will see you don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

Education and training	
Essential	Desirable
A minimum of 1 years' experience in the health and social care sector or similar experience considered.	Experience of working in inpatient settings or the advocacy sector
Grade C or above in English and Maths (or equivalent)	Presentations Qualification
	Experience/ knowledge of local and national safeguarding policies and practice.
	Independent Advocacy qualifications
Achievements, experience, skills & abilities	
Essential	Desirable
Able to be caring, sensitive and patient while supporting people to be as independent as possible.	Experience of working with vulnerable people in a home, community, or education setting.
Keen to work with the people Advocacy Focus supports and demonstrate empathy and compassion.	An understanding of human rights, safeguarding and mental health.
Enthusiasm to make a difference to people's lives.	Experience of supporting people through health or social care services.
The ability to understand guidelines, policies, and records etc. Experience of completing records yourself.	Experience of outcome-based service delivery and the required records which evidence that.
Computer literate, including word processing skills, sound keyboard skills and knowledge of MS Word/ MS office applications	A commitment to personal development and training
Creating and delivering training sessions	Facilitating group work
Ability to listen, understand and respond to people, always putting the person that's being supported first.	Experience of contributing to the person-centred review process and of using a range of person-centred planning tools.
Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences.	Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice.

Ability to be flexible and open to new challenges, ideas, and experiences.

Experience of developing new ideas that improve people's independence and working flexibly to achieve them.

Key Competencies

The key competencies for this role include the following areas that you need to be able to meet.

It's all about you

- Self-awareness and awareness of others' responses to your actions.
- Open to learning from others and willing to share knowledge and experiences.
- Show high standards of personal and professional behaviour.
- Take appropriate action if ethics and values are compromised.

Working with others

- Help others to play an active role taking into account a person's whole life, including physical, mental, cultural emotional and spiritual needs.

Managing services

- Gather feedback from people who use the service or colleagues you support to help develop team and personal plans.
- Actively contribute to discussions about how to improve performance and service.

Improving service

- Use systematic ways of managing and minimising risk in all that you do.
- Continually look for improvement in what we do by talking to those you support and people around you.

Setting direction

- Influence others by sharing your perspective and knowledge, including influencing key decision makers.
- Help other people to gain influence over things that impact them directly.

Values and behaviours

The 'I' statements describe the values and the essential behaviours that we value at Advocacy Focus and they apply to staff, volunteers, trustees, and people who use the services.

Our values

- Quality** - We deliver high quality advocacy - we have over 20 years' experience of providing expert, person-led advocacy
- People** - We put people at the heart of everything we do and want to enable them to make positive change in their lives
- Respectful** - We are a respectful team - we treat everyone equally and make sure everyone feels valued, respected, and listened to
- Trust** - You can trust us and know that we will keep your information confidential and safe
- Independent** - We are independent of councils and health services, and we are on your side
- Learning** - We never stop learning - we learn from the people we support, our partners and each other

Our behaviours

- I will deliver high quality advocacy:** I listen to people when they feel lost in the health and social care system.
- No decision about me, without me:** I always seek to involve individuals in coming to decisions that affect them.
- I will put people first:** I care about people and encourage them to make positive changes in their lives.
- I will respect others:** I treat everyone equally and make sure everyone feels valued, respected, and listened to.
- I will be honest and open:** I am open about the reasons for my actions, and I give my honest opinion knowing that it will be respected.
- I will work independently:** from any local authorities or health/ social care professionals, ensuring my focus is to support people in the first instance.
- I will never stop learning:** I aim to develop and improve my skills. I learn from the people I support, our partners, stakeholders, and each other.
- I will take informed risk:** I consider the benefits of taking a risk as well as what might happen if things go wrong. Where possible I seek to manage risk rather than avoid it.
- I will find things to celebrate:** I recognise that all achievements, no matter how small they might seem to me, are cause for celebration.