**Community Focus & Engagement Advocate**

Length of contract: Permanent Subject to Funding

**Salary:**  £24,722 – £28,397 per annum

**Based at:** Hybrid/Community Hub – Burnley

**Hours:**  37 hours

**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 will be to provide support people over the age of 18 within the community to have a voice in decisions that affect their lives, whilst helping them to understand their rights around matters of health and social care, housing, benefits, accessing work, education, and training. The role will provide specialist community advocacy, face to face in community settings, and in the Community Focus hub, supporting Lancashire residents. You will also hold responsibility for establishing, developing, and delivering targeted community engagement initiatives and advocacy awareness interventions across Lancashire, working closely with the advocacy team and volunteers.

**Key tasks**

* Triage eligible and non-eligible referrals, and making necessary contact with the referrer or person in need of support.
* Manage a client caseload and ensure accurate case management and record keeping
* Supporting the Community Focus Hub during operational hours and dealing with members of the public and other agencies
* Supporting with the duty system for urgent cases, providing on the phone support, and one off appointment down at the Hub.
* Remain independent from all other services, ensuring you are representing the person using the service only
* Support people to attend meetings/ appointments with GPs, the jobcentre, benefit office, colleges and/ or housing organisations
* Work to enable people to express their dissatisfaction with services; supporting the person to make a complaint
* 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
* Research and find out information for people and help them to understand any information
* 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
* Provide training and awareness raising sessions to frontline services and be able to highlight good practice, identify gaps, and challenge poor practice i.e. low referrals.
* Assist in improving accessibility to our service and provide opportunities for individuals and communities to engage in awareness sessions, training, and learning sessions.
* Facilitate groups with the aim of informing and improving our service delivery and ensure a framework is in place to support people who use our service to be meaningfully engaged.
* Work alongside communities, individuals, statutory and non-statutory organisations, community groups, religious leaders and the business sector to provide access to services that are appropriate to the needs of the community.
* Address stigma and barriers to accessing services and evaluation of referral pathways, with a focus on improving the health and well-being of individuals and communities.
* Coordinate and facilitate engagement sessions with local partners and community groups to raise awareness of the service and increase accessibility and engagement.
* Attend community groups, seminars, networking and marketing events to promote our service and network with individuals and local organisations
* Champion the use of advocacy services and the user’s voice in all activities
* Ensure strongRelationship Management of existing stakeholders
* Assist the Community Advocacy Manager and Service Manager in developing new relationships and targeting specific areas of work in support of our 5-year strategic plan.
* Participate in various activities to support the procurement of new work/maintaining current income streams.
* Work to a set budget for the provision of the service and operate within the culture of cost awareness/savings/cost control, introducing efficiencies where possible and appropriate.

**Person Specification – What we need from you**

This section outlines the things we need from a Community Focus & Engagement 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.

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| **Education and training** | |
| **Essential** | **Desirable** |
| A minimum of 1 years’ health and social care experience | IA Qualification |
| A minimum of 1 years’ experience in community engagement work and working with the public | Presentations Qualification |
| Working knowledge of the Mental Health Act, Mental Capacity Act and the Care Act. | Experience/ knowledge of local and national safeguarding policies and practice. |
| The ability to drive and a full UK driver licence | Level 2 Diploma in Health and Social Care or equivalent |
| **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. |
| Enthusiasm to engage with local organisations, Community, and underrepresented groups, to raise awareness of the importance of advocacy within Lancashire. |  |
| 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. |