

Job Description The Advonet Group - Universal Advocate



Job Title: Universal Advocate (Statutory and non-statutory advocacy services)	
Job Number: TBC	Date Produced: May 2021
Team: Advocacy Management Team	
Reporting To: Universal Advocacy Manager	

The vision of the role

You will provide statutory and non-statutory advocacy across Leeds.

You will support the development and delivery of a flexible and seamless universal advocacy service, tailored to the needs of citizens of Leeds and underpinned by the principles of the NDTi Advocacy Charter.

It is expected that you will be an expert in an advocacy specialist area(s) with a commitment to developing your knowledge and experience across all statutory and non-statutory advocacy.

You will be dedicated to working in an inclusive way. Working together with all The Advonet Group services, the wider management team, partners, and our local communities to create an accessible and cohesive advocacy service.

Job Purpose

1. To successfully deliver statutory and non-statutory advocacy across Leeds.
2. To provide independent advocacy in accordance with nationally recognised advocacy principles and standards, and organisational guidance for clients in a variety of settings.
3. To support individuals to speak for themselves, or to provide representation where this is not possible.

Main Duties and Responsibilities

1. Within service boundaries, to provide high quality independent advocacy.
2. To keep timely, accurate client contact and other records using The Advonet Group's database and any other recording system in place.
3. To empower clients to build on their strengths and promote self-advocacy as appropriate.
4. To work in an instructed manner wherever possible or use a non-instructed approach to establish as far as possible, the clients' views, wishes and feelings, using appropriate forms of communication with clients.

5. To develop and maintain positive trusting professional relationships with clients and their supporters and carers.
6. To effectively manage your own caseload of clients.
7. To always work in a person led and inclusive way.
8. To work in a manner which maintains Data Protection and confidentiality, including working within agreed partner protocols.
9. To liaise effectively with health, social care, and other professionals.
10. To constructively challenge practice internally, and externally when appropriate while fulfilling the independent advocacy role.
11. To promote awareness of issues and policies relating to safeguarding of both vulnerable adults and children and young people and ensure that safeguarding is fully embedded in all areas of working practice
12. To signpost clients to other services if appropriate for their needs.
13. To mainly focus on your work in your substantive service area (e.g. IMHA) but also to work across all of The Advonet Group's advocacy services when required to by the Advocacy Management Team.
14. To highlight any systemic advocacy issues which have the potential to impact on our client groups, their rights or access to services and support, including advocacy provision.

General responsibilities

1. To work in such a way as to maintain one's own and colleagues' health and safety.
2. To carry out duties within the principles of the Advocacy Charter and Code of Practice for Advocates.
3. To participate in one-to-one sessions, team meetings and good practice quality reviews.
4. To participate in the Performance and Development Review (PDR), undertaking any training and development agreed.
5. To support the quality and development of your substantive service area and The Advonet Group through agreed organisational and service SMART goals.
6. To comply with The Advonet Group Expectations, policies, and procedures.
7. To promote the service externally, holding knowledge of good practice and excellence within the organisation.
8. To contribute to the ongoing development of continually improving service delivery.

- 9. To carry out any other duty as required commensurate with the grade and purpose of the post.
- 10. To maintain a suitable balance between all these activities.

Statutory and Contractual Responsibilities

- 1. To ensure that Data Protection, Health & Safety, Complaints Handling, Safeguarding and Corporate Governance requirements are met.
- 2. To keep up to date with and ensure that services provided comply with all current and new legal requirements governing the provision of the whole service (e.g. Mental Capacity Act, Human Rights Act, Care Act).

Signatures:
Job Holder:
Manager of Job Holder: Universal Advocacy Manager