**JOB TITLE:** Universal Lead Advocate

**JOB NUMBER:** D9 v2 **DATE PRODUCED:** January 2018

**TEAM:** Advocacy Team

**REPORTING TO:** Advocacy Manager

**The vision of the role**

You will use your specialist knowledge and proven advocacy skills to deliver advocacy particularly in more complex cases primarily within a specialist (e.g. IMCA) service area, though over time you will be expected to work across all the advocacy disciplines and be able to cover or potentially move to another advocacy specialism altogether, as required.

You will be an expert practitioner who will be a mentor to volunteers, new advocates and advocates working in other disciplines; as well as a source of support to external partner agencies who provide advocacy.

A key responsibility will be to be the champion of a particular group within Advonet’s universal advocacy service.

It is expected that around 20% of your time will be spent on developing Advonet services in conjunction with the Advocacy Development & Partnership Director, Advocacy Director and Advocacy Managers. This may be an activity such as helping to develop new ideas to address unmet needs, your role as a champion for a particular community, promoting client involvement or helping to set up new projects. As well activities such as developing and delivering training (internal or external), awareness sessions, representing Advonet at external meetings such as Partnership Boards or challenging health and social care organisations to learn from trends we have identified or other similar activities.

**Job Purpose**

1. To provide independent advocacy in accordance with nationally recognised advocacy principles and standards, and organisational guidance for clients in a variety of settings.
2. To challenge Advonet as an organisation to be increasing the accessibility of advocacy to people from marginalised groups.
3. To be a champion for a particular demographic group.
4. To contribute to the continual improvement of the quality of the advocacy service.
5. To play a key role in the promotion and development of advocacy practice and knowledge in the Advonet Consortium and across the city.
6. To be an expert practitioner whom colleagues turn to for advice, guidance and support in your area of specialism.
7. To demonstrate leadership in the development of particular parts of the organisation (e.g. coproduction/involvement).

**Main Duties and Responsibilities**

1. To be maintain the highest level of expertise within your specialist service area (IMHA/IMCA /Health Complaints/‘Community’ and SPA) i.e. to maintain up-to-date knowledge about practice and policy, locally and nationally.
2. To champion your specialism (e.g. within the advocacy team and community events).
3. To contribute to the promotion and distribution of self-advocacy tools.
4. To play a part in the monitoring and analysis of referral patterns in your service area.
5. To mentor new advocates, train peer advocates as well as providing guidance to the wider advocate team.
6. To provide supervision to volunteers.
7. To help manage the waiting list, and contribute to the ongoing development of the prioritisation policy.
8. To keep timely, accurate client contact and other records using Advonet’s database.
9. To work closely with Advocacy Director, the Advocacy Development & Partnership Director and the wider management team to address gaps in service provision, and to highlight issues to the relevant statutory services, e.g. Healthwatch etc. which negatively impact on our clients.
10. To empower clients to build on their strengths and promote self-advocacy as appropriate.
11. To work in an instructed manner wherever possible, using appropriate forms of communication with clients to establish as far as possible the clients’ wishes, views and feelings.
12. To develop and maintain positive trusting professional relationships with clients and their supporters and carers.
13. To effectively manage your own caseload of clients in line with your allocated hours.
14. To always work in a person centred and inclusive way.
15. To work in a manner which maintains Data Protection and confidentiality procedures, including the Inter Agency Protocol on Information Sharing.
16. To liaise effectively with health, social care and other professionals.
17. To influence the broader strategic development of Leeds by attending meetings outside of Advonet (for example through regular meetings with Healthwatch Leeds, providing information about what works and what doesn’t to the Dementia Board).
18. To promote awareness of issues and policies relating to safeguarding of both vulnerable adults and of children and young people.
19. To signpost clients to other services if appropriate for their needs.
20. To carry out any other duty as required commensurate with the grade and purpose of the post.

**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 supervision sessions and team meetings.
4. To participate in the review and appraisal process, undertaking any training and development agreed.
5. To comply with the Advonet Code of Conduct and the policies of Advonet.
6. To maintain a suitable balance between all these activities.

**Statutory and Contractual Responsibilities**

1. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
2. To ensure that Advonet complies with its contracts and other funding agreements.
3. To ensure Advonet submits accurate and timely reports and returns to internal and external stakeholders e.g. funders, trustees.
4. To ensure that services provided adhere to the statutory and strategic frameworks and comply with relevant legal requirements.
5. To obtain and monitor contract management information to ensure Advonet’s full compliance in each case.

**SIGNATURES:**

JOB HOLDER:

MANAGER OF JOB HOLDER: