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| **Job Title:** Universal Senior Advocate (Statutory and non-statutory advocacy services and First Contact Team) |
| **Job Number:** TBC **Date Produced: September 2023 (updated July 2024)** |
| **Team:** Advocacy Team |
| **Reporting To:** Universal Advocacy Lead  |

**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 play a key role in the promotion and development of advocacy practice and knowledge in the Advonet Group Consortium and across the city.
3. To be an expert practitioner whom colleagues turn to for advice, guidance, and support in your area of specialism.
4. To demonstrate leadership in the development of particular parts of the organisation (e.g. coproduction/involvement).

**Main Duties and Responsibilities**

1. To maintain the highest level of expertise within your specialist service area (IMHA/IMCA /Health Complaints/Community/Care Act/ RPR and FCT) 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 development, 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 one to ones 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 The Advonet Group’s database.
9. To work closely with the Operations Director, the Development 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 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.
11. To develop and maintain positive trusting professional relationships with clients and their supporters and carers.
12. To effectively manage your own caseload of clients in line with your allocated hours.
13. To always work in a person centred and inclusive way.
14. To work in a manner which maintains Data Protection and confidentiality procedures, including any agreed Protocols with partners.
15. To liaise effectively with health, social care, and other professionals.
16. To influence the broader strategic development of Leeds by attending meetings outside of The Advonet Group (for example through regular meetings with Healthwatch Leeds, providing information about what works and what doesn’t to the Dementia Board).
17. To promote awareness of issues and policies relating to safeguarding of both vulnerable adults and of children and young people.
18. To signpost clients to other services if appropriate for their needs.
19. 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 colleague’s 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 and team meetings.
4. To participate in the performance and Development Review (PDR) process, undertaking any training and development agreed.
5. To comply with The Advonet Group Management Expectations and the policies of The Advonet Group.
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 The Advonet Group complies with its contracts and other funding agreements.
3. To ensure The Advonet Group 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 The Advonet Group’s full compliance in each case.

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

Candidates for this post will be assessed on their ability to do the job as outlined in the job description and using the person specification criteria set out below.

**Qualifications**

**Essential**

1. To have or be willing to work towards the Level 3 or Level 4 Independent Advocacy Qualification and a range of specialist advocacy qualifications.

**Desirable**

1. Training or qualifications relevant to the skills required.

**Knowledge**

**Essential**

1. Demonstrated knowledge and understanding of the principles and provision of independent advocacy.
2. An understanding of the needs and issues faced by people who are facing disadvantage/ from disenfranchised groups
3. An understanding of the legislation which can impact upon advocacy and health and social care provision e.g. Mental Capacity Act, Mental Health Act, Care Act, and the Human Rights Act.
4. A good working knowledge of health and social care systems, policies and procedures that can influence advocacy.
5. Awareness of equal opportunity issues.

**Desirable:**

1. Knowledge of Leeds and surrounding areas.

**Experience**

**Essential**

1. Experience of providing independent advocacy in a paid or unpaid capacity.
2. Experience of working as an advocate.
3. At least two years’ recent experience of working with people who are facing disadvantage/ from disenfranchised groups in a paid or unpaid capacity.
4. Experience of working effectively in an inter-agency context and with a range of people, including health and social care professionals, families, and carers.

**Skills**

**Essential**

1. Ability to develop and maintain trusting and positive professional relationships with people who use our services.
2. Ability to communicate effectively and concisely with a range of different audiences in a wide variety of settings and a variety of formats including with people who may have difficulty communicating – for example people with dementia, experiencing psychosis or with learning disabilities.
3. Ability to keep up to date accurate and accessible electronic and paper case records.
4. Good IT skills in Microsoft Office packages (Word, Excel, PowerPoint, and Outlook) in order to be self-supporting, including online research, production of reports and presentations.
5. Ability to give and receive support to colleagues and recognise when this is needed.
6. Ability to recognise and work under stress and deal sensitively and effectively with conflict.
7. Ability to develop and maintain effective relationships with a range of stakeholders e.g. partner organisations, statutory services.
8. Skills and ability to work on your own initiative, plan and manage your own workload, keep clear and accurate records, and meet deadlines.
9. Ability to work positively as part of a team in an equal opportunities’ environment.
10. Ability to research / analyse information, produce reports, policies etc.
11. Ability to contribute to writing and the monitoring of strategic plans.
12. Ability to facilitate client involvement and coproduction.
13. Ability to mentor less experienced advocates.
14. Ability to supervise and support volunteers.
15. Ability to mentor and support advocates from other organisations and community groups.
16. Ability to engage diverse audiences with The Advonet Group and advocacy through a range of means (e.g. training, presentations, visits to external agencies).

**Desirable**

1. Ability to speak a language or languages relevant to the diverse cultures of Leeds

**Personal Qualities**

**Essential:**

1. To demonstrate, work within and uphold the values of The Advonet Group which are:
	* **Independence and Empowerment:** To trust each other to make decisions based on our values, policies, processes, and resources. To work hard to support and helpfully challenge ourselves, our clients, and other people we work with and ensure resources are accessible to everyone.
	* **Integrity:** To be open, honest, and clear with our clients, ourselves, and other professionals about what we can and can’t do. To be accountable to each other and our clients and be responsible for what we do. Be open to challenges and reflect and take responsibility when things don’t go as planned and celebrate our achievements and successes.
	* **Equality and Diversity:** To promote equality and diversity within the Advonet Group and the wider community to give everyone an equal voice. Ensure we are inclusive and accessible for people of all ethnicities, races, gender identities, sexualities, and religious beliefs. To meet the needs of both colleagues and clients and offer training and development.

**Desirable**

1. Relevant Lived Experience.