



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Independent Mental Health Advocate

Salary: £20, 253

Hours of Work: 37.5 hours per week

Location: Derby and surrounding areas

Closing Date: Rolling Recruitment

Interview Date: tbc

Start Date: ASAP

Positive employment

A criminal record will not necessarily be a bar to you being able to take up the job. We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support. Services are delivered across South Derbyshire, Derby city, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

The Service

One Advocacy Derby is the city's integrated advocacy service. This service brings together all independent statutory and non-statutory advocacy in Derby.

We are a rights based and our services are free and confidential.

We can help people to understand their rights, and to feel empowered to act upon them.

We are an experienced, trained and knowledgeable team; legislation and law that governs peoples physical and mental health treatment, their social care support, their well-being and personal lifestyle choices.

The role

To deliver independent advocacy to any vulnerable adult aged 18+ who may require support to have their voice heard, when important decisions are being made about their lives, or to overcome issues that are impacting on their health, wellbeing and preferred lifestyle.

This role will specialise around the Mental Health Act and supporting people to understand their rights within it.

Person specification

EXPERIENCE

Essential

At least two years' relevant work experience working with vulnerable adults or those under a Mental Health Section.

Desirable

Experience of advocacy work.

Experience of providing one to one support to a wide range of people and in a range of settings including hospitals (general and secure), care homes and the community etc.

Experience of employing a variety of communication aids, to establish the wishes and needs of people with whom it may be difficult to communicate.

KNOWLEDGE

Essential

Have an understanding of the needs of vulnerable people including those with Dementia, Learning Disabilities, older people, mental ill health, Asperger Syndrome, and / or Autism.

Have an understanding of:

- Care Act 2014
- MCA 2005
- MHA 2007
- Human Rights Act

Understanding of and commitment to the principles and practice of advocacy.

Desirable

Knowledge of local health, social care and independent sector services.

Awareness of cultural, social and health issues in the local community and/ or experience of work in diverse communities.

Understanding of the ethos and nature of the voluntary sector and working within a small organisation.

SKILLS AND ATTRIBUTES

Essential

Excellent communication skills both written and oral.

Able to work independently and effectively, responding to instructions and operate with minimum supervision.

Able to prioritise & manage a diverse and demanding workload and work to tight deadlines.

Ability to deal with sensitive information and maintain strict confidentiality both in and out of the workplace.

Ability to produce records, case notes, information and reports to a high professional standard and to tight deadlines.

IT literate, confident and able to use email, outlook, internet, databases & Microsoft Office programmes such as Word, Publisher, PowerPoint & Excel.

VALUES AND ATTITUDES

Essential

Able to engage with, communicate effectively and maintain professional relationships with a range of individuals/organisation.

Able to form positive working relationships with a diverse client population, and with a wide range of communication and other needs on a short term, task specific focus.

Work within our CORE values at all times.

Ability to work in line with quality standards and systems.

Other Job requirements

Postholder must own a full clean driving licence, and have access to their own transport in order to meet the requirements of the One advocacy project.

Want to chat about this role?

If you want to chat about the role further, you can contact Elena Gibbons by calling 01332 228748

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent to:

staff@citizensadvicemidmercia.org.uk