

Job title: Statutory Advocate (IMCA)

Salary: £20,253.00 pa pro-rata

Hours per week: 22.5

Type of contract: Permanent

Location - City & home based with travel throughout Derby City

Reports To - One advocacy, Service Manager

Summary:

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.

Main duties and responsibilities:

To provide one to one independent advocacy to qualifying individuals in a range of settings.

To communicate regularly and appropriately with clients including face to face meetings at a range of locations.

To enable clients to participate in decisions being made about their lives, and make informed choices, by providing them with accurate and accessible information, using a range of communication tools and techniques.

To support clients to express their own thoughts, wishes and feelings wherever possible, or to gather sufficient evidence to ensure the person is at the centre of best interest decisions, and their rights are upheld.

To liaise, communicate effectively with a range of health and social care professionals.

To signpost and refer people on who do not fall within the contractual remit of the service.

To identify any conflicts of interest associated with cases and help ensure they are appropriately managed.

To identify any risks in delivering the service and comply with risk management procedures.

To keep accurate and up to date electronic case records.

To promote One advocacy, part of Citizens Advice Mid Mercia (CAMM), to key stakeholders and members of the public.

To support the triage helpline as required for effective service delivery.

To keep up to date with relevant legislation and case law, including internal and external best practice guidelines.

PERSON SPECIFICATION

Application forms only, no CV's

Qualifications:

QIA IMCA (Qualification in advocacy- Independent Mental Health Advocate) EVIDENCED AT INTERVIEW

Educated to a degree level and/or at least two years' relevant working experience EVIDENCED AT INTERVIEW

Experience / knowledge:

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

Demonstrate an understanding of:

Care Act 2014.

MCA 2005.

MHA 2007.

Human Rights Act

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 and commitment to the principles and practice of advocacy.

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

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.

Skills and abilities:

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.

Excellent communication skills both written and oral.

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

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

Good interpersonal and negotiation skills.

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

Able to organise and manage own diary to deliver an efficient service across a wide geographical area and in a variety of locations.

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.

Work within our CORE values at all times.

Ability to work in line with quality standards and systems.

Other Job requirements.

The post holder 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.

Core Values

All members of the organisation will commit to:

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.

Benefits

Employer pension contribution.

Holiday allowance – 25 days + bank holidays (pro rata)

To apply, please visit our website to download an application form here <https://www.citizensadvicemidmercia.org.uk/vacancies/> and send your completed application to staff@citizensadvicemidmercia.org.uk