

JOB DESCRIPTION



JOB TITLE: Independent Professional Advocate
ACCOUNTABLE TO: Advocacy Services Manager

JOB PURPOSE:

The Independent Advocate works in both community and care home settings across Cardiff and the Vale of Glamorgan to provide specialised advocacy services for people aged 60 years of over.

This job description outlines the key performance indicators of, and output required from the Independent Advocate. It is not a definitive list and the role may well change and evolve over time.

MAIN DUTIES AND RESPONSIBILITIES

- Responsible for internal and external communications with clients and their families/carers, referring organisations, Local Authority, Health Professionals, care home residents, managers and staff, other Age Connects colleagues and line manager.
- Promote the advocacy service and communicate with professionals and others to raise awareness of independent advocacy and the Code of Practice to generate referrals.
- Contribute to assessing the suitability of referrals to the service and that they meet IPA criteria.
- Respond to general enquiries to the Service by providing relevant information or signposting on to other organisations including possible referrals from the Cardiff and Vale Gateway.
- Building relationships and trust with Clients to encourage the sharing of sensitive and personal information to enable progression of the referral.
- Plan, organise and manage workload prioritising needs and where necessary adjusting the working day to accommodate changing circumstances.
- Manage a large and potentially complex advocacy caseload.
- Inputting monitoring information into the Advocacy Service Database, Charity Log, in a timely manner.
- Contribute to monitoring and evaluation reports by assisting with the compilation of service statistics and the production of case studies as requested by the Advocacy Service Manager.
- Keeping up to date with learning and development, ensuring current legislation, codes of practice and guidance are followed.
- Take part in staff meetings as and when required.
- To be responsible for your own health and safety and the health and safety of others.
- To ensure you follow the company's policies and processes with regard to equality and diversity.
- Undertake any other reasonable duties deemed appropriate by your manager.