

JOB DESCRIPTION

Job Title: Independent Professional Advocate

Responsible to: Operational Manager

Main Purpose of the Job

To work in all settings (hospital, care homes and community) across Cardiff and the Vale of Glamorgan to provide specialised advocacy services for people aged 60 years or over.

Knowledge and Experience

You will require a good general level of education, knowledge of the principles and practice of advocacy and an understanding of how these are implemented, including non-instructed advocacy.

A good understanding of the Social Services and Wellbeing Act and in particular part 10, the Code of Practice on Advocacy, is essential as well as being able to identify barriers to participation and some of the circumstances of when a person might require an advocate.

You should have qualification in Independent Professional Advocacy or a willingness to achieve an appropriate qualification. A knowledge of hospital discharge procedures and protocols, including Continuing Health Care, would be useful.

You will need to be computer literate and familiar with several software packages including Microsoft Office 365. Although not essential experience of using bespoke databases and data inputting would be desirable.

Communications and Relationships

The post holder is responsible for internal and external communications having daily contact with hospital and community-based health and social care professionals, patients and their families, care home residents, managers, and staff, other Age Connects colleagues, line manager as well as other organisations and agencies including the Third Sector.

The ability to build good working relationships is a crucial aspect of the role and in particular the ability to communicate effectively with people who are may be in ill health, distressed and emotionally vulnerable.

You will be required to communicate regularly and professionally to promote the advocacy service, to raise awareness of independent advocacy and the Code of Practice, and to generate referrals. The Advocate is also responsible for responding to general enquiries to the Service by providing relevant information or signposting on to other organisations including possible referrals from the Cardiff and Vale Advocacy Gateway.

The Advocate will be expected to contribute to monitoring and evaluation reports by assisting with the compilation of service statistics and the production of case studies as requested by the Operational Manager.

Co-ordination

You will be required to independently plan, organise and manage your work on a day-to-day basis prioritising needs and where necessary making adjustments to the working day to accommodate the changing circumstances. You will independently manage a large and potentially complex advocacy caseload.

You will be responsible for the timely inputting of new referrals, case notes and other monitoring information on Charity Log (data management system) as well as helping compile statistics, case studies and evaluation reports as required by the Operational Manager.

Policy and Service Development

You will adhere to clearly defined working practices relating to advocacy service provision, and to organisational policy and procedure.

In collaboration with the Operational Manager, you will be responsible for initiating changes in the project in response to changing needs and priorities. This will be done to ensure that service outcomes are met, and that meeting the needs of older people is foremost in project delivery.

Finance and Physical Resources

The Advocate has a personal duty of care in relation to equipment and resources used in carrying out the role.

Whilst there are no budgetary responsibilities within the role an awareness of how expenditure contributes to budget position within the team.

All staff are expected to become involved in promoting the organisation and supporting fundraising activities and events. These funds are vital to the Charity delivering against their charitable objectives.

Supervision

There are no supervisory responsibilities in this role.

The post holder should make effective use of their personal supervision and to make use of training opportunities as appropriate.

Independent Action

You will work independently and on your own initiative but within clearly defined organisational policies and procedures.

This role is responsible and accountable for assessing the suitability of referrals to the advocacy service whilst ensuring that the support does not extend the boundaries of the advocacy service remit.

This role is responsible and accountable for decisions related to individual caseload management and for taking appropriate action on behalf of patients and their families.

This post reports to the Operational Manager and works to the Advocacy Quality Mark.

Other Duties

You are responsible for ensuring that all work is consistent with the policies, procedures and direction of Age Connects Cardiff & the Vale of Glamorgan. You may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.

In addition, co-operation is required in order to achieve a healthy and safe workplace, and you have a responsibility to do everything you can to prevent injury to yourself, your fellow employees, or others affected by your actions or omissions at work.

As a charity there is an expectation that employees will support general fundraising across the organisation. This can take the form of assisting on collection days, attending/supporting fundraising events. We would hope that such support will include at least 1 day of voluntary effort per annum.

Signed by Job Holder _____ **Date** _____

Signed by Line Manager _____ **Date** _____