



## Job Description Independent Community Advocate

### Broad Aims of the Post:

To deliver independent advocacy in relation to the Care Act 2014.

To deliver independent advocacy to any vulnerable adult aged 18 or above who 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 and wellbeing

### Duties and Responsibilities of the Post

1. To provide one to one independent advocacy to qualifying individuals in a range of settings.
2. To communicate regularly and appropriately with clients including face to face meetings at a range of locations.
3. 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.
4. To support clients to express their own views, wishes and beliefs wherever possible or to gather sufficient evidence to ensure the person is at the centre of best interest decision making and their rights are upheld.
5. To liaise, communicate and negotiate effectively with a range of health and social care personnel and managers.
6. To signpost and refer people on who do not fall within the contractual remit of the service.
7. To prioritise work to meet the needs of clients and comply with required timescales.
8. To identify any conflicts of interest associated with cases and help ensure they are appropriately managed.
9. To identify any risks in delivering the service and comply with risk management procedures.



10. To keep accurate and up to date electronic case records on our case management system including details of all client contact, upload relevant reports and documents and accurately record time spent on each action.
11. To meet the requirements for internal and external monitoring and evaluation.
12. To promote the Independent Community Advocacy Service to key stakeholders and members of the public. This may involve providing information and training sessions.
13. To cover the referral triage role as required for effective service delivery.
14. To implement work to promote equal opportunities.
15. To keep up to date with relevant legislation, case law and internal and external best practice guidelines.

#### **Team Work**

1. To contribute to and participate in regular supervision sessions and team meetings.
2. To contribute to and participate in the appraisal process.
3. To attend meetings and represent the service as required.

#### **Policies**

1. To work in line with Derbyshire Mind policies, procedures, codes and guidance, including in relation to health and safety, confidentiality, disclosure of abuse, data protection and equal opportunities.

#### **General**

1. The above describes the normal duties expected from an Independent Community Advocate. It is necessary for all employees to be flexible in this respect, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective advocacy to clients and to ensure the efficient running of the organisation.

**This job description may be subject to joint review from time to time between the postholder and Derbyshire Mind, and as such is liable to amendment.**