Independent Advocate, RPR & 1.2 Representative

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| Requirements | **Essential** |
| Education and qualifications | 1. General secondary/higher education. 2. 5 GCSEs or equivalent including Maths and English. 3. Ability to write clear and concise English. 4. Competent in numeracy. |
| Experience and knowledge | 1. Knowledge of the legislation (Mental Health Act, Mental Capacity Act, Deprivation of Liberty Safeguards and NHS Complaints Regulations), policies and procedures that influence advocacy and representative provision. |
|  | 1. Understanding of health and social care needs assessments, care management and of Care Act legislation, policy and practice. |
|  | 1. At least one year’s experience in a paid or voluntary capacity involving face-to-face advocacy or mental health services. |
|  | 1. Experience of working effectively in an interagency context, and with a range of stakeholders, including health and social care professionals and family carers. |
|  | 1. Understanding of the IMHA and RPR roles. |
| **Skills and abilities** | 1. Ability to listen to, and engage with, people from diverse backgrounds, both face-to-face and over the telephone. |
|  | 1. Ability to work within role boundaries, and the policies and procedures of Adapt (NE). |
|  | 1. An understanding of the needs and issues faced by people using mental health services. |
|  | 1. Excellent negotiation skills. |
|  | 1. Ability to deliver good customer service whilst building positive working relationships and networks with other professionals. |
|  | 1. Excellent empathy and communication skills, including the ability to communicate with people who may not use words and deal effectively with conflict situations. |
|  | 1. Self-motivated and able to work on own initiative. |
|  | 1. Ability to use supervision and peer support effectively. |
|  | 1. Ability to self-manage a complex workload and prioritise effectively. |
|  | 1. Commitment to equality. |
|  | 1. Ability to write concise, accurate notes and reports and to maintain up to date case records for all work. |
|  | 1. Ability to reflect on, and learn from, experience. |
|  | 1. Possession of good general office skills (MS Office) and IT literate. |
|  | 1. A professional, customer-focused attitude. |
| Other | 1. Current valid driving licence and access to a suitable vehicle. Ability to travel across the region and other areas by agreement. Travel expenses will be paid for all business mileage. |
|  | 1. Willingness to undertake the National Advocacy Qualification and other training as identified. |
|  | **Desirable** |
| Other | 1. Qualification in Health and Social Care / Level 3 MCA Awareness / National Advocacy Qualification. |
|  | 1. Independent Advocacy qualification. |
|  | 1. Knowledge of local service provision. |
|  | 1. Knowledge of the local area. |
|  | 1. Experience of advocating for others. |
|  | 1. Ability to effectively research and present information. |
|  | 1. Flexible approach to working. |
|  | 1. Positive approach to change. |

Note:

When completing your application form, please address **all** of the ‘**essential**’ points **in numerical order** of the person specification and any of the ‘desirable’ points you are able to fulfil. **If you do not address them, the assumption will be made that you do not meet that particular requirement for the role, and this will reduce your chances of invitation for interview.**