**Northumberland Independent Advocacy**

**Service**

**JOB DESCRIPTION**

**Post: Relevant Person’s Representative & Independent NHS Complaints Advocate**

**Hours:**  Full time (37 hours per week)

**Location:** At present much of this role will be remote working, using telephone and video contact, however as restrictions ease the postholder will gradually move towards face-to-face visits to clients. Under normal circumstances the role will be Hexham or Pegswood based and working flexibly throughout Northumberland.

**Accountable to:** Project Lead and Director

**Rate of Pay:** £ 22,909 per annum Full time (37 hours per week)

**Contract:** Permanent (subject to funding)

Training will be provided for the role. Personal development support will be provided. A full DBS check is required for the role.

**Overall purpose**

This is a dual role post:

To provide both Relevant Person’s Representative (RPR) support to qualifying individuals (3-4 days per week) **and** to provide advocacy support to qualifying individuals who wish to make a complaint about their NHS care and treatment. (1-2 days per week)

**RPR Role**

To provide the Relevant Person’s Representative, which supports flexible service delivery across the county. A professional, customer-focused attitude is essential.

This post provides statutory services to the public in relation to the Mental Capacity Act and the Deprivation of Liberty Safeguards and their regulations and codes of practice.

Most RPR work is based upon people living in a care or nursing home setting and will include working with people of all ages and from all backgrounds, including those with learning disabilities, people with mental health needs, people with physical and sensory impairment and older people.

The post holder will work in conjunction with other Adapt staff and will assist in the co-ordination and development of the service where appropriate.

**Key tasks:**

* To provide DoLS Paid RPR services, as described in the Mental Capacity Act 2005 (MCA), its Regulations and Code of Practice
* To maintain regular contact with the person being deprived of their liberty
* To write regular reports to be provided to the Supervisory Body
* To act in the best interests of the person you represent according to the ‘best interest’ principle of the MCA
* To raise issues with the Managing Authority and Supervising Body, via the RPR Coordinator where necessary
* To request a review if appropriate
* To challenge authorisations on behalf of client’s where appropriate, including supporting clients to take their case to the Court of Protection
* To keep up-to-date with relevant case law and any changes in legislation
* To complete case recording in accordance with Adapt Advocacy Service practice contribute to the efficient running of the service
* To actively participate in, and contribute to, team meetings, supervision sessions and staff appraisals as arranged
* To assist in establishing criteria for good practice in advocacy and in monitoring and evaluating the service against these criteria

**Independent NHS Complaints Advocate Role**

To provide independent advocacy support to people who live in Northumberland to raise complaints about their NHS care or treatment.

To promote self-advocacy and empowerment to enable individuals to make informed decisions and get their views heard. This will be through one-to-one advocacy and other forms of advocacy as required. This activity will include working with people of all ages, from all areas of Northumberland.

* To support the operational delivery of Independent NHS Complaints Advocacy in line with the contract requirements through the development and delivery of effective Operational Plans.
* To effectively manage a caseload, including advocacy planning, risk assessing, adhering to timeframes and data recording.
* To develop and implement appropriate systems and processes to support the effective delivery of the project, including data collection, collation, and analysis.
* To develop and implement a variety of advocacy methodologies to ensure that customers are well supported to understand their rights and choices at each stage of the NHS complaints process
* To develop and deliver effective communication approaches for Independent NHS Complaints Advocacy to increase awareness, and to develop and sustain effective operational relationships and networks.

**Accountability**

* To seek guidance and support from supervisors and management
* To record movements and provide relevant information to the Adapt Advocacy project lead as requested
* To work closely with clients in accordance with the code of practice and other procedures

**Working with others**

* To liaise with colleagues, service providers, relatives and others engaged with, or working with, service users as part of the RPR role
* To develop good working relationships with other agencies and with referrers

**Project Development**

* To contribute to the development of Northumberland Independent Advocacy Service operational and administrative policies, practices and procedures
* To publicise and promote the work of Northumberland Independent Advocacy Service and the development of advocacy, including innovative models of advocacy
* To take part in, and contribute to, training and development

All staff have a collective responsibility towards the effective running of Northumberland Independent Advocacy Service. As such, new tasks and duties may develop in the light of experience, which may be allocated where reasonable, after discussion with the post-holder.

Please note that from November 11th, 2021, government regulations require that any workers entering care homes must be fully vaccinated against Covid-19 unless they are exempt.