**Northumberland Independent Advocacy**

**Service**

Relevant Person’s Representative / Independent NHS Complaints Advocate

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| 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. Understanding of health and social care needs assessments, care management, policy and practice. |
|  | 1. At least one years’ experience in a paid or voluntary capacity involving face-to-face advocacy or care services. |
|  | 1. Experience of working effectively in an interagency context, and with a range of stakeholders, including health and social care professionals. |
|  | 1. Understanding of the RPR role. |
| **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 (North East). |
|  | 1. An understanding of the needs and issues faced by people who lack capacity. |
|  | 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. 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. |
|  | 1. Flexible approach to working including working remotely from home, office based and visiting clients in the community. |
| Other | 1. Current valid driving licence and access to a suitable vehicle for daily use related to RPR Advocacy. Ability to travel across the region and other areas by agreement. Travel expenses will be paid for all business mileage. |
|  | **Desirable** |
| Other | 1. Knowledge of the legislation (Mental Health Act, Mental Capacity Act and Deprivation of Liberty Safeguards), policies and procedures that influence advocacy and RPR provision. |
|  | 1. Qualification in Health and Social Care / Level 3 MCA Awareness National Advocacy Qualification. |
|  | 1. Experience of working in a customer service /complaints based role |
|  | 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. 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.**