

## Non-Statutory Advocate Job Description

Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

**JOB TITLE:** Non-statutory Advocate

Salary: TBC

Hours of Work: 37.5

Location: Home working with travel across Derby City

Status: Fixed term for 6 months with a possibility to become permanent

Closing Date: 21/06/21

Interview Date: week commencing 28/6/21

Start Date: to be confirmed

### Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

### Our CORE values

**Communicate:** We will be consistent, positive, passionate, and listen.

**Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

**Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

**Effective:** We will deliver quality, focus on detail and be professional.

### Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

## **The Service**

One Advocacy Derby is the city's integrated advocacy service. This service brings together all independent statutory and non-statutory advocacy in Derby.

We are a rights-based advocacy service and our services are free and confidential.

We can help people to understand their rights, and to feel empowered to act upon them.

We are an experienced, trained and knowledgeable team in legislation and law that governs peoples physical and mental health treatment, their social care support, their well-being and personal lifestyle choices.

## **The Role**

The role of a non-statutory advocate will be to provide support to individuals 18+ within the community to have a voice in decisions affecting their life, whilst helping them to understand their rights. An advocate supports vulnerable people to understand information and will provide a voice if they are not able to provide one for themselves. An advocate will spend time working with their advocacy partner, to work out what support is required and how best to do so.

Once you have completed training, you will be given a caseload. Here are a **few** examples of how you could be supporting someone:

- Supporting an advocacy partner to have a voice in a child protection court hearing;
- Supporting an advocacy partner to understand documentation from their GP, and supporting them to respond if required;
- Supporting an advocacy partner to write to other organisations such as NHS Organisations or Adult Social Care, or speaking on the phone if appropriate.

The post holder will also be required to confidently triage eligible and non-eligible referrals, and making necessary contact to referrer/advocacy partners where further clarification is needed. Where a case is not eligible, the post holder will be signposting the individual to other relevant services that can aid.

## **Role and Responsibilities**

- Complete an introduction to Citizens Advice and specialist training around the Advocacy Charter and Advocacy Code of Practice
- To remain independent from all other services, ensuring you are representing the advocacy partner only
- Carry out advocacy duties in line with the QPM (Quality Performance Mark)
- Provide a 'task-based' advocacy service for the advocacy partner
- Communicate with the advocacy partner via phone, face to face (when Covid restrictions allow), or online to explore what issues they would like support with
- Research and find out information for the advocacy partner and help them to understand any information

- keep an accurate record of all advocacy partner contact throughout the duration of the partnership working
- Work with advocacy partners within the community, residential/care homes or hospital environments to ensure you are able to fairly represent the individual
- To support advocacy partners that are able, to articulate their own views wherever possible, or to speak on behalf of the advocacy partner where requested to
- Promote the rights, equality, diversity and needs of our advocacy partners by ensuring they are respected and valued as individuals
- Ensure that advocacy partners have access to information that is presented in an appropriate manner for their individual needs, e.g. Easy Read documents.
- Promote self-advocacy through partnership working, encouraging the advocacy partner to have maximum involvement in their case, where appropriate.
- Triaging referrals to the service, and having discussions with partners and professionals where necessary.
- Providing support to other team members where necessary.

## **Person Specification**

### **EXPERIENCE**

1. Experience of working with vulnerable people in a variety of settings
2. Experience of working with hard to reach communities
3. Experience of working and communicating with people using a variety of methods
4. Experience of supporting individuals/groups to overcome challenges faced in the community

### **KNOWLEDGE**

1. Sound knowledge of the Equality Act 2010, the Human Rights Act 1998, the Autism Act 2009, the Mental Health Act 1983, the Mental Capacity Act 2005 and the Care Act 2014.
2. A good understanding of the challenges faced by those with a limited access to resources.
3. A good understanding of mental health, learning disabilities and autism, including the ability to communicate well.
4. A good understanding or the ability to research NHS and Adult Social Care processes.

### **SKILLS**

1. Excellent and effective communication skills, both verbally and written.
2. Ability to organise time effectively, using initiative and prioritisation.
3. Interpersonal skills to remain person-centred.
4. Able to work independently, as well as part of a team.
5. Ability to decide the pace of own work, ensuring tasks are completed against deadlines.
6. An ability to understand information, and able to relay this in a different way to the advocacy partner if needed.
7. Ability to demonstrate empathy and understanding of people from different backgrounds, including cultural and socio-economic status.
8. Ability to keep accurate records both electronic and written
9. Computer literate - inclusive of Microsoft Word, Excel, online systems and internet research.
10. Database/Microsoft Outlook experience

## **VALUES AND ATTITUDES**

1. Reliable
2. Self-Motivated
3. Excellent listening skills and patience to support advocacy partners
4. Flexible and adaptable to change
5. Trustworthy and honest
6. Friendly, approachable and non-judgmental
7. Respectful of values, cultures and beliefs that are different to your own.
8. An ability to provide structure for the advocacy partner.

## **OTHER**

1. Participating in training and development, when required
2. A willingness to travel to the advocacy partner.
3. A full driver licence and use of a car
4. Willingness to occasionally work outside of normal working hours to attend events or training
5. Access to the internet or live within close distance of an office.
6. Willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Elena Gibbons by calling 01283 210108

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

## **Probation Period**

6 months

## **Benefits**

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

## **TO APPLY**

**Please visit our website to download an application form** and job guidance notes here:  
<https://www.citizensadvicemidmercia.org.uk/vacancies/>

**Completed application forms** are to be sent by 21/06/21 to:  
[staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk)