



# One Advocacy Independent Mental Health Advocate (IMHA) Job Description

Salary: £23,233 - £24,822 (dependent upon experience)

Hours of Work: 37.5 hours per week

Status: Permanent

Location: Hybrid working - remote working as well as working from our office in Derby City (DE1 2EQ) and attending locations around Derby City.

Start Date: ASAP

One Advocacy is seeking to recruit an Independent Mental Health Advocate (IMHA) to join our team. One Advocacy is part of Citizens Advice Mid Mercia. Below you will find information about the role of Independent Mental Health Advocate along with a Job Description, Person Specification and overview of Citizens Advice Mid Mercia.

## **The Service**

One Advocacy is commissioned by Derby City Council to deliver Independent Advocacy in Derby City. We provide specialist independent advocacy support focused on one-to-one, issue-based advocacy services.

One Advocacy provides the Independent Mental Capacity Advocacy service (IMCA) including the Relevant Persons Paid Representative Role (RPPR) under the Deprivation of Liberty Safeguards (DoLS), the Independent Mental Health Advocacy service (IMHA), Independent Advocacy under Care Act 2014, NHS Complaints Advocacy and Non-statutory Advocacy in Derby City.

## **The Role**

The Independent Mental Health Advocate (IMHA) will provide statutory representation to inpatients or those living in the community when subject to compulsion under the 1983 Mental Health Act (2007) and to exercise, as instructed by clients, the powers given to IMHA's under that legislation. The Independent Mental Health Advocate will offer qualifying patients assistance in understanding and exercising their legal rights.

## Job Description

### Responsibilities

- To discuss with advocacy partners their views, preferences, wishes and determine with them a course of action which promotes their rights.
- To signpost advocacy clients to obtain support in the community from other agencies (e.g., social work, voluntary organisations, benefits advice, housing advice) and in a hospital setting (e.g., occupational therapy, psychology etc.).
- To accompany advocacy partners to key meetings such as ward rounds, Hospital Manager Hearings, tribunals, case conferences, care planning meetings and meetings with individual professionals to provide support and representation as appropriate.
- To write letters of complaint on behalf of advocacy partners or help them to write letters and to accompany them to meetings to discuss complaints.
- To support users in the pursuit of their rights with respect to:
  - Care Act 2014
  - Local policies e.g., Care Programme Approach
  - Other relevant legislation e.g., Access to Health Care Records NHS complaints procedures and other (e.g., local authority) complaints procedures, where appropriate.
- To discuss possible further action, e.g., use of the legal system or the Ombudsman and to assist advocacy partners in pursuing these courses, as instructed.
- To take up other issues of importance to advocacy partners relating to their mental health needs and treatment and to promote self-advocacy.
- To provide non-instructed advocacy where necessary to individuals who lack the mental capacity (as defined by the Mental Capacity Act 2005) to directly instruct an advocate.
- Report directly to the Advocacy Services Manager
- Work within the principles of the Advocacy Charter and Advocacy Code of Practice
- Work within the relevant code of practice for Independent Mental Health Advocacy (IMHA)
- Accept referrals for IMHA support from One Advocacy triage
- Establish and maintain contact with referrers and eligible advocacy partners, where relevant and appropriate, throughout the advocacy support
- Explain the role and scope of the IMHA including all aspects of Confidentiality
- Gain consent from the advocacy partner to provide IMHA support and renew the consent throughout the advocacy support
- Inform the advocacy partner of progress
- Support the advocacy partner at meetings
- Record and maintain accurate, detailed case notes on the case management system in a timely manner

- Ensure that interpreters, including BSL, Makaton, are sourced to attend meetings or discussions where the advocacy partner's first language is not English and/or where the advocacy partner is unable to, or does not wish to, communicate in English
- Prepare reports on the advocacy support provided where relevant and appropriate in a timely manner
- Support advocacy partners to understand what is being considered around their care and support.
- Raise any safeguarding issues in accordance with Derby City Council and CAMM Safeguarding policies.
- Receive regular supervision from the Advocacy Services Manager
- Attend regular One Advocacy team meetings
- Participate in Advocate reflective practice meetings

## **Person Specification**

### **Essential**

- Level 4 IAQ qualified or already studying towards the qualification with additional module of Independent Mental Health Advocacy.
- Knowledge of the statutory regulations and other key guidance covering this work: Mental Health Act
- Knowledge of the Advocacy Code of Practice, Advocacy Charter.
- Ability to communicate clearly verbally and non-verbally (signing) and in writing.
- Ability to support the involvement of the advocacy partner in the process they are going through.
- Ability to challenge professionals, where relevant and appropriate to ensure decisions are being made in the advocacy partner's best interests .
- Excellent report writing skills that clearly detail the views, wishes, needs and rights of the advocacy partner.
- IT skills – a good, working knowledge of MS Word, MS Excel and using case management applications.
- Ability to travel to various locations as needed – driving licence essential.
- Excellent people skills, enabling relationships to be built and maintained internally and externally
- Ability to work as part of a team, sharing learning and ideas
- Strong written and verbal communications skills
- Excellent organisational and planning skills
- The ability to work well under pressure
- Experience of representing a service/organisation at external meetings, and actively contribute
- Experience of working with a diverse range of people with a wide variety of communication needs

## **Desirable**

- Previous experience of working as an independent advocate, as an IMCA, IMHA, Care Act advocate, NHS complaints advocate or acting as a RPPR.
- An understanding of Mental Health issues.

## **Disclosure and Barring Service**

In accordance with Citizens Advice national policy, the successful candidate will be subject to an enhanced screening by the DBS

## **Probation Period**

9 months – with possible extension if performance review is required.

## **Benefits**

28 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

## **Overview of Citizens Advice Mid Mercia**

### **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.

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 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.

### **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.