



JOB DESCRIPTION

Title:	IMHA Advocacy Worker
Reporting to:	Advocacy Service Manager
Responsible for:	No staff
Salary Range:	£27,508 to £30,404 per annum, pro-rata dependent on experience
Hours:	36 hours per week, Monday-Friday, 9am-5pm
Contract:	Permanent (Full-Time)
Location:	Orchard House, 15A Purley Road, South Croydon, CR2 6EZ and other locations such as Bethlem Hospital, Monks Orchard Rd, Beckenham BR3 3BX

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. Mind in Croydon delivers Mental Health Transformation Program services alongside Croydon BME Forum, these include Croydon Health and Wellbeing Space and Mental Health Personal Independence Coordinators. Other services include Recovery Space, Advocacy, Active Minds, Carers Support, Peer Support In-Reach, Social Networking, Counselling and an Information Service.

Purpose of the role:

General Advocacy - to provide independent issue-based advocacy to informal inpatients and residents of Croydon. **IMHA Advocacy** - to 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.

Main responsibilities and key tasks:

Individual Advocacy

To offer qualifying patients who are detained or otherwise covered by Section 130C of the Mental Health Act assistance in understanding and exercising their legal rights as outlined in Chapter 6 of the Mental Health Act Code of Practice.

To offer patients and other clients of mental health services, whether detained or not, assistance in the following ways:

- To discuss with advocacy clients 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 clients to key meetings such as ward rounds, Associate 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 clients 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 clients in pursuing these courses, as instructed.
- To take up other issues of importance to advocacy clients 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.

Communication

To individuals:

- To ensure that advocacy clients have access to the full range of information they need in order to be able to make informed choices about their mental health care and treatment, to exercise their rights and to maximize their entitlements.

To groups:

- To develop links with community and service user groups in order to provide information on advocacy and general mental health issues, this includes giving presentations to promote the Service to clients, carers and professionals.
- To monitor advocacy client feedback and views and pass these to providers and commissioners with the aim of promoting good practice and advocacy clients' needs
- To ensure that information available within the advocacy service is appropriate and accessible to all mental health service users.

General:

- To maintain up to date publicity material.

Service Responsibilities

- To maintain accurate records on the advocacy database, including records of all contacts with advocacy clients and those who contact the service.
- To assist in the collection of data for monitoring and evaluation of the Service and where necessary to provide written reports.
- To attend key meetings related to the work of the project with both statutory and voluntary agencies as required.
- To participate in the development of the strategic aims and objectives of the service
- To seek out legal advice and support where appropriate.

Training

- To undertake training surrounding the Mental Capacity Act 2005 and Safeguarding and any other training as required. To also keep informed of professional and legal developments.

Other General Duties

- Work in accordance with Mind in Croydon's Values, Aims and Objectives.



- Provide a positive representation for the organisation both internally and externally, including promoting our work, and attending external meetings and partnership events when required.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with volunteers and staff.
- Work at all times to promote equality, diversity and individual rights.
- Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- To accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties. Also, to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- Work within and implement all of Mind Croydon policies and procedures including Confidentiality, Health and Safety, and Equal Opportunities.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering service developments, work, priorities, or any other requirements. Such a change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the organisation. The statements contained in this description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:



Person Specification

The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post.

	Essential	Desirable
Qualifications		
Level 3 Certificate in Independent Advocacy (4 core modules) and the additional specialist module of Independent Mental Health Advocacy (IMHA) or in training to complete this. The reason for this is that our service holds the Advocacy Quality Performance Mark (QPM) from the National Development Team for Inclusion (NDTi) and one of the requirements is that all Advocates within our service have to hold the qualification for our service to remain compliant with the QPM.	E	
Knowledge & Experience		
At least 1 years' experience:		
• of working with people with a mental health problem	E	
• of hospital and community mental health services	E	
• of Health Service, Social Services and voluntary sector structures		D
• of Equal Opportunities issues	E	
• of operating in a multi-racial setting		D
• of working as a mental health advocate	E	
• of relevant mental health and community care legislation	E	
• of NHS and Social Services complaints procedures		D
Skills and Capabilities		
Communicating effectively with people in distress	E	
Communicating and negotiating effectively with professionals both in writing and at multi-disciplinary meetings	E	
Communicating effectively across cultural boundaries		D
Working under pressure and coping with stress	E	
Acquiring relevant knowledge	E	
Effective time management	E	
Working co-operatively as part of a small team	E	
Maintaining the requirements of a confidentiality policy	E	
Working independently and taking initiative	E	
Excellent IT skills and using MS Office	E	
Developing links with community service user groups in different settings		D

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Excellent written and verbal communication, being able to complex information face-to-face, over the 'phone and in writing	E	
Writing clear and concise case records	E	
Personal Attributes and Approach		
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Strong integrity and willingness to be held accountable	E	
A can-do attitude to solving problems and coming up with solutions	E	
Shares responsibility for their own personal development	E	