

Job Description

Job Title:	Advocacy Officer
Salary:	£24,000 per annum (pro-rata)
Hours:	20 hours a week
Days and Times:	(Negotiable)
Responsible to:	I&A Manager
Responsible for:	Volunteers
Main Location:	Age UK Harrow/Mencap Harrow
Status:	Permanent.
Main Purpose of Job:	To deliver a service that will help vulnerable older people by empowering them to articulate their needs and preferences. To act on behalf of the individual to secure the provision of services or rights to which they believe they are entitled.

1.0 Key Tasks

- 1.1 To deliver statutory advocacy on behalf of older people including older people with Dementia and those from hard to reach groups.
- 1.2 To have an understanding of people's rights under the Care Act Independent Capacity Act and Health and Social Care Act
- 1.3 To understand the Deprivation of Liberty safeguards process such as the least restrictive options and the rights to appeal.
- 1.4 To communicate with clients at a level which meets their needs.
- 1.5 To keep up to date records and time sheets of work undertaken and putting case notes on the case management system.
- 1.6 To keep up to date with changes to legislative guidance.
- 1.7 To support people making appeals to the Court of Protection
- 1.8 To attend staff supervision, team meetings and DoLS Forum.
- 1.9 To keep client records including process and outcome of cases.
- 1.10 To raise awareness of issues affecting older people in order to influence service, planning and delivery to create positive change.
- 1.11 To involve service users in the development of the service using questionnaires, surveys or other methods appropriate to the service user.
- 1.12 To provide statistical information on the service and referrals on a quarterly basis.
- 1.13 To develop links with other advocacy providers and potential referrers to the service.
- 1.14 To promote and advertise the service in Harrow using the appropriate media.
- 1.15 To keep up to date with issues, policies and trends which may affect older people locally and nationally, raising awareness of issues through campaigns or with local strategic planning groups, or Age UK England as appropriate

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2.0 General

- 2.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and annual appraisal.
- 2.2 To attend staff meetings, away days and other similar staff events.
- 2.3 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, emailing and internet research.
- 2.4 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 2.5 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.

3.0 Standard

- 3.1 The post holder will be expected to adhere to all Age UK HHB's policies and procedures in all aspects of their work.
- 3.2 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
- 3.2 This post is classed as regulated activity for the purposes of DBS. Confirmation of appointment to this post will be subject to an enhanced DBS check with Access to the Adults Barred List. Initial fee of £44.00 to be paid by employee, renewal fees will be paid by Age UKHHB.

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Working towards the Certificate In Independent Advocacy (qualification should include the IMCA unit 305 and the Care Act Unit 313)	
GCSE or equivalent Functional Skills in Maths & English	
Training relevant to the role	

Experience	
Essential Criteria	Desirable Criteria
Recent experience of working with older people in a paid or voluntary capacity	Recent experience of Supervision of Volunteers or paid staff
Recent experience in client centered work, as an advocate or speaking for people or articulating their needs	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
An understanding of the different types of advocacy and their implications	Awareness of issues relating to health and wellbeing in older people
Knowledge of the services provided for older people within the Borough of Harrow	Awareness of the importance of guidance and supervision
Strong communication skills both written and spoken	
Sound IT skills in order to use MS Office and databases effectively and good knowledge of internet use for the purposes of research relevant to the job	
Ability to source information resources relevant to older people	
Organisational skills, ability to prioritise and meet deadlines	
Good interpersonal skills	
Ability to work with people from different backgrounds (colleagues and clients) in an impartial and courteous manner	
Awareness of how to work as part of a team as well as independently	
Able to handle sensitive and confidential issues with discretion, empathy and understanding	

Personal Attributes	
Essential Criteria	Desirable Criteria
An interest in, and awareness of, the needs of older people	