



# Brighton & Hove Speak Out

## Job description and person specification

### Advocate Job Description

#### Main purpose of Job

Brighton and Hove Speak Out is an independent advocacy charity for adults and young people with learning disabilities.

The post holder will join Speak Out's 1-1 advocacy team and be responsible for providing independent advocacy to people with learning disabilities across Brighton and Hove.

They will deliver 1-1 case work that enables people with learning disabilities to address the issues they face, develop their self-advocacy skills, explore their options, preferred choices and communicate with professionals and others. The advocate will ensure that people's wishes, feelings, beliefs, needs, and values are considered, leading to strong outcomes for the individual.

Advocacy work will include:

- 1-1 community advocacy case work on a broad range of issues
- Statutory advocacy under the Care Act advocacy and Mental capacity Act
- Time limited case work provided at weekly drop-in sessions
- Development and coordination of peer advocacy at drop-in sessions

**Starting Salary:** £25,825 - £26,868 pro rata, depending on experience and qualifications

**Hours:** 18 hours per week

**Contract:** Permanent contract

**Location of work:** The organisation is based at Brighthelm Centre,  
North Road, Brighton, BN1 1YD

**Leave Entitlement:** 30 days plus bank holidays annually (pro rata)

**Employer:** Brighton and Hove Speak Out is a registered charity and company limited by guarantee - Charity number: 1076995.

#### Position in Organisation

- Reports to the 1-1 Advocacy Team Leader
- Speak Out's 1-1 Advocacy contract is overseen by the Deputy CEO

Main duties and key responsibilities	% of time spent
<p><b>1-1 Advocacy Service Delivery:</b></p> <ul style="list-style-type: none"> <li>• Provide high quality 1-1 advocacy to individuals with a range of learning disabilities, including: <ul style="list-style-type: none"> <li>➤ 1-1 community advocacy case work on a broad range of issues</li> <li>➤ Statutory advocacy casework including Care Act and RPPR cases under the Care Act and Mental Capacity Act (training and support provided)</li> </ul> </li> <li>• In all advocacy work ensure people with learning disabilities have information they can understand about their options, rights and other local support services and provide advocacy at key decision-making meetings about their care and treatment.</li> <li>• Manage a complex advocacy caseload and work within agreed case management procedures and quality standards for advocacy.</li> <li>• Build positive relationships with people supported, working creatively with them to achieve positive outcomes, while maintaining professional boundaries.</li> <li>• Use a range of communication and tools to support people to communicate about their life, including people with complex needs who may need a non-instructed advocacy approach.</li> <li>• Liaise with a wide range of statutory and voluntary sector services to represent and progress individual's issues. Attend meetings as required with, or on behalf of individuals supported.</li> <li>• Signposting advocacy partners to appropriate, specialist information and advice relating to their circumstances.</li> <li>• Undertake outreach activities to engage with people with learning disabilities and promote Speak Out's advocacy services. Work closely with other Speak Out services and refer people to these when appropriate.</li> <li>• Ensure monitoring and evaluation systems are used, including keeping accurate and professional case notes and up-to-date records of advocacy issues, outcomes and service user feedback.</li> <li>• Fully understand and work in accordance with Speak Out's Confidentiality and Safeguarding and Equality and Diversity policies and procedures. Be able to explain these in accessible language.</li> <li>• Coordinate Speak Out's drop-in advocacy service, providing time-limited advocacy at weekly drop-in sessions.</li> <li>• Develop peer advocacy provided at drop-in sessions through group discussions. Develop a pilot to train and support a small group of service users to provide 1-1 peer support at drop-in sessions. Develop monitoring systems for peer support.</li> </ul>	85%

<ul style="list-style-type: none"> <li>• Be proactive with regard to personal learning and understanding maintaining up to date knowledge of relevant legislation, health and social care policy, local structures and other advocacy related issues.</li> <li>• Work as part of a team contributing to service developments, sharing success stories and suggestions for improvement to help shape the future direction of the service.</li> </ul>	
<p><b>Networking:</b></p> <ul style="list-style-type: none"> <li>• Network and develop positive relationships/ partnerships with local Learning disability services whilst maintaining independence of the advocacy role. Share models of good practice and promote an understanding of advocacy with other organisations and staff in the course of your daily work.</li> <li>• Build a comprehensive knowledge of other advocacy and support services. Signpost people to these as appropriate.</li> <li>• Positively promote Speak Out in all networking situations.</li> </ul> <p><b>Personal and Organisational Development:</b></p> <ul style="list-style-type: none"> <li>• Work in accordance with Speak Out's aims, objectives and values.</li> <li>• Actively participate and contribute to ongoing learning and development through line management supervision, annual appraisal and undertaking agreed training, including the national advocacy qualification (QIA).</li> <li>• As part of a team contribute to developing strategies to feedback the experience of people with learning disabilities to service providers and commissioners in order to influence positive change in service provision.</li> <li>• Contribute to the culture of peer support at Speak Out, sharing good practice and learning with colleagues. Attend monthly team meetings.</li> <li>• Be familiar with all Speak Out's policies, procedures and guidelines and ensure these are implemented, including complying with all relevant Health and Safety and Data Protection legislation and good practice. Contribute to the review and development of policies as required.</li> <li>• Work flexibly to best meet the needs of the service, which may include undertaking occasional evening and weekend work.</li> </ul>	15%
<p>No job description can be entirely comprehensive. The post holder will be expected to undertake other tasks that may be required from time to time. The job description will be reviewed as necessary.</p>	

Person Specification	
Education and training	
Essential	Good standard of education
Desirable	Qualification in Independent Advocacy and any specialist statutory modules would be desirable. Training will be provided as needed for the role.
Knowledge and experience	
Essential	Good understanding of the values and principles underpinning independent advocacy work and ability to put these into practice
	Experience of working directly with people who are undervalued in society in an empowering way
	Experience of community engagement to promote a service
Desirable	Experience working as an independent advocate
	Knowledge and understanding of the issues facing people with learning disabilities
	Experience of working with people who lack capacity
	Good working knowledge of services used by local people with learning disabilities
	Experience of using a CRM database for monitoring purposes
Abilities and Skills	
Essential	Excellent interpersonal, written, and oral skills.
	Ability to deliver 1-1 advocacy case work to a high standard working with in Speak Out's case management procedures, code of practice, safeguarding, confidentiality, data protect policies.
	Ability to work independently within a framework of supervision and use initiative in order to develop the drop-in advocacy service.
	Ability to record accurate case notes and implement and maintain monitoring and evaluation systems.
	Ability to communicate effectively with a broad range of people with learning disabilities. Able to use and develop communication tools as needed and work at a pace appropriate to service user's needs.
	Ability to build positive, empowering relationships with service users, while maintaining appropriate boundaries.
	Ability to establish and maintain effective working relationships with a range of professional and family members while retaining independence.
	Ability to identify and assess potential risks involved in work activities and manage these according to Speak Out's policies and procedures.
	Ability to research information as needed by the job.
	Confident and able to effectively manage time, planning, organising and managing a complex and diverse workload, prioritising tasks and meeting deadlines and targets.
	Ability to work flexibly as part of a team and carry out agreed actions.
	Ability to write clear work reports or case studies as needed for funders and Speak Out's Board.
	Ability to build links and networks with other related local and national organisations.
	Possess excellent computer and keyboard skills including Microsoft Word, Outlook and Excel and ability, with training to use Speak Out's CRM database.