

Job Description

POST: Individual Advocacy Worker

GEOGRAPHICAL REMIT: East Lothian, Midlothian and Edinburgh

LOCATION: Musselburgh

HOURS: part-time, 28 hours per week (4 x 7 hours)
(a full-time week is 36.25 hours)

SALARY: Grade AP4, £24,293 – £26,890 per annum FTE.
Starting salary £24,293 per annum, £18,765 pro rata.

LINE MANAGER: Individual Advocacy Manager

BACKGROUND

CAPS is an INDEPENDENT ADVOCACY ORGANISATION which works with people who use or have used mental health services to make sure their voice is heard. The main purpose of CAPS' work is to assist people who use mental health services, as individuals or as members of a group, to set their own agenda, make their wishes known and to have a say in how they live and what services they use.

We are set up so that the organisation and its advocates are as free as possible from any conflicts of interest. We are independent from the people who fund us and those who provide other services to the people we work with. CAPS is a member of the Scottish Independent Advocacy Alliance (SIAA) and we adhere to the Principles and Standards of Independent Advocacy. CAPS was established in 1991.

CAPS' office is in Musselburgh, East Lothian. We provide Collective and Individual Advocacy in East Lothian and Midlothian. The Individual Advocacy service is provided by a small team of paid staff and one volunteer who work with people to resolve short-term specific issues.

GENERAL PURPOSE OF THE POST

The principal function of this post is to provide direct individual advocacy to people living in the community in Midlothian and East Lothian who use mental health services.

The post-holder will work alongside our team of individual advocates and the individual advocacy volunteer. The focus of the work will be the provision of independent advocacy in the community which includes requests for advocacy relating to situations caused by the Welfare Reform Act.

From time to time the post holder may be expected to provide support for Mental Health Tribunal work. The post-holder will be expected to manage their own case load and monitor and report on progress in their work.

TASKS

Advocacy

- to provide independent advocacy to people meeting the criteria for using our service;
- to respond quickly and efficiently to requests for independent advocacy;
- to accompany people to appointments, assessments and other meetings to provide the advocacy the person requires;
- to record advocacy work in line with Data Protection and other relevant legislation for the purposes of monitoring the work of the project;
- to use case management software in accordance with CAPS procedures, ensuring accurate information is available for casework as well as monitoring and reporting purposes;
- to make documents related to their advocacy issues understandable to the people we work with;
- to liaise with other professionals involved in a person's care from point of referral onwards and assist that person to express their wishes and views;
- to make contact with specific support agencies e.g. Citizens Advice Bureau, Welfare Rights Teams and solicitors who can offer expert advice and guidance;
- to liaise with other advocacy services to ensure continuity of advocacy provision to an individual;
- to promote and safeguard the rights and welfare of the people we work with;
- to work flexibly within the Individual Advocacy team to ensure that all referrals to the service are dealt with promptly and effectively.

Development Work

- to promote CAPS and the role of independent advocacy to people who use mental health services;
- to attend relevant meetings where appropriate;
- along with the Individual Advocacy team, to monitor, assess and review the effectiveness of advocacy work undertaken;
- to liaise with other advocacy services supporting people subject to the provisions of the Mental Health (Care & Treatment) (Scotland) Act 2003;
- any other duties deemed relevant to the post.

Miscellaneous

- to have a commitment to, and ensure the practical application of, CAPS' policies and procedures, and ensure that their own actions in their work meet the standards as set by CAPS;

- for the good of CAPS, to recognise that staff have a duty to be flexible enough in their working practice to support the work of other functions within the organisation;

Contacts

- people who use mental health services;
- mental health service providers and commissioners;
- members and staff of support agencies;
- other advocacy organisations and their staff;
- CAPS' Management Committee, staff and volunteers.

MANAGEMENT

You will be line managed by the Individual Advocacy Manager through regular supervision sessions. You will be ultimately accountable to the Management Committee and will be expected to report to them when required.

You will also take part in team meetings with other CAPS' staff.

LOCATION

CAPS office is based in Musselburgh. You will also be expected to travel within East Lothian, Midlothian and Edinburgh and occasionally outside these areas. Travel expenses will be reimbursed.

FUNDING

This post is dependent upon recurring funding from East Lothian and Midlothian Health and Social Care Partnerships.

EMPLOYER

Your employer will be CAPS' Management Committee.

TRAINING

You will be expected to participate in training and personal development as identified through supervision with your line manager. You may also ask for particular pieces of training. It may not be possible to approve a particular piece of training if we do not have the resources.

WORKING HOURS

Your working hours will be 28 hours per week (part-time) worked over 4 days, preferably 7 hours per day. Flexibility of days to cover leave would be expected. Evening or weekend work is unlikely but, if required, would be accommodated into the contractual hours. Hours will be split equally between East Lothian and Midlothian.

HOLIDAYS

30 days annual leave plus 5 fixed and 6 floating public holidays, pro rata.

MISCELLANEOUS

For the good of CAPS, all staff have a duty to be flexible enough in their working practice to support the work of other functions within the organisation.

This post will be subject to membership of the Protecting Vulnerable Groups Scheme (PVG Scheme) and appropriate check.

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CAPS Independent Advocacy is a Scottish Charitable Incorporated Organisation.
Scottish charity number: SC021772