

Job Description			
Job title	Community Advocate	Team	Advocacy, Advice & Information Services
Responsible to	Advocacy Manager	Responsible for	n/a
Contracted hours	35 hpw (1FTE)		
Location	275 Fore Street, Edmonton, N9 OPD You may be asked to work from other locations on occasion. You may also be asked to work remotely where appropriate.		

Purpose of the Role
<p>The Advocacy, Advice and Information department works to challenge stigma and disadvantage caused by Mental Health problems. We promote vulnerable individual voices, and represent their rights through the provision of high quality information, advice, and advocacy support.</p> <p>LEAP (Local Enfield Advocacy Service) is an exciting new partnership of local VCS organisations working together to provide an accessible advocacy service across the borough of Enfield. The partnership consists of: Mind in Enfield and Barnet (Lead provider), Enfield carers Centre (carers advocacy), One to One (Autism support), Middlesex Association for the Blind (sensory impairment support), Citizens Advice Bureau (specialist support), Enfield Voluntary Action (community engagement).</p> <p>This purpose of the LEAP service is to ensure people have access to independent advocacy to enable them to access health, social care and Voluntary Community Sector services and enable people to make informed decisions about their lives to support and increase their independence, health and wellbeing.</p>
Duties
<ul style="list-style-type: none"> • Provide goal focused community advocacy to eligible clients • Process new referrals and queries, ensuring that appropriate referrals and logged and inappropriate signposted to relevant services • Support the triage of referrals across the LEAP partnership, signposting to other providers where appropriate • Work with organisations across the LEAP partnership to ensure that clients are linked up to the most appropriate support for their needs • Provide outreach sessions within community locations to promote the service

- Carry an active client caseload, ensuring that all records are kept up to date and input into the organisations database
- Provide advocacy support in a range of settings including community locations, NHS and social care
- Provide a range of advocacy interventions including provision of information, representation (written, verbal and face to face), access to resources, and group work
- Contribute to the delivery of group advocacy sessions
- Encourage clients to develop self-advocacy skills throughout all engagements, using age and setting appropriate tools and techniques where necessary
- Ensure that the service is open & responsive to the needs of all service users
- Provide information in a clear and accessible format
- Work with the advocacy team to identify emerging needs and trends, and take steps to address including developing additional offers, engaging in awareness raising and campaigning activities
- Contribute to the development and delivery of peer and group advocacy training
- Contribute to the development of resources that will support self and peer advocacy support across the borough
- Maintain an up to date knowledge of all relevant legislation, borough-based services, and national and local changes that may impact upon client group
- Maintain up to date knowledge of issues that may impact upon client group
- Build and maintain strong working relationships with statutory and non-statutory services within the borough.
- Build excellent working relationships with partner agencies to ensure effective delivery
- Collect monitoring information on all areas of work as required, submitting regular reports to line manager and funders as required
- Ensure that the service provided is underpinned by the Advocacy Charter at all stages
- Take part in regular team meetings to support effective case allocation and management, and team development
- Engage in regular supervision sessions with your line manager
- Engage in training, personal and professional development opportunities

Other Duties

- To adhere to Mind in Enfield and Barnet's aims and objectives
- To attend and contribute to regular team and staff meetings
- To contribute to the development of the service and organisation as required
- To represent the service and organisation at external meetings and forums
- To identify and attend appropriate training
- To network with other Mind in Enfield and Barnet staff members to promote and facilitate integrated and cohesive services
- To carry out other duties appropriate to the post

Person Specification

Experience, Skills & Knowledge

Essential	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working with people experiencing Mental Health issues <p>Skills</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent multi-tasking and time management skills • Ability to produce well -written reports and meet deadlines • Ability to communicate clearly and assertively with a diverse range of colleagues and clients at all levels • Self – motivated • Approachable and able to engage service users, placing boundaries when required • Basic IT skills including Microsoft Office & Database Packages <p>Knowledge</p> <ul style="list-style-type: none"> • Good knowledge of Mental Health Act 2007
Desirable	<ul style="list-style-type: none"> • Experience of working in an advocacy role • Experience of working in a person-centred role • Knowledge of Benefits, social care, housing, and other relevant areas
<p>Education & Qualification</p> <ul style="list-style-type: none"> • Advocacy Qualification • Education to degree level 	