



Advocate

Sutton resilience Project

Job Description

Post: Advocate
Reporting to: Business Development Manager
Hours: 24 hours per week
Office-Base: Sutton office
Salary: £14.29 per hour = £17,833.92 annual salary for 24 hours a week

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Summary

This three-year pilot project, to deliver a coordinated Advocacy Resilience and Financial Wellbeing Service supporting adults recovering from mental health crisis and experiencing financial hardship, mental health challenges, or risk of homelessness.

AfA will provide a dedicated **Advocacy Resilience Officer** to support adults moving from detention under the Mental Health Act, discharge from Community Treatment Orders, or stepping down from statutory advocacy. Support (for up to two months) will include:

- Regular **face to face** sessions to improve Wellbeing support post crises
- Supporting clients to understand **financial pressures** and develop strategies
- Support clients in finding sustainable **housing** options
- Support clients to develop their **confidence** and **self-advocacy skills** to be more **resilient**
- Referring clients to **mental health, counselling, and social prescribing** services where needed
- **Support individuals** to move from crisis intervention to sustainable recovery and stability

This new service will holistically support individuals to have financial and mental health resilience at a time where many people are struggling, at times through no fault of their own. This intervention will stabilize individual's **post-crisis**, reducing repeat statutory intervention and breakdown.

About Advocacy for All

Advocacy for All is a locally rooted advocacy organisation with a strong history, which exists to give people a voice through one-to-one advocacy and self-advocacy groups. We believe that **Bigger Voices = Better Lives**.

Our approach is **person-centered, empowering** and **rights-focussed**. We place a strong value on supporting people to be as independent as possible. We believe that being fair, valuing diversity and involving people are extremely important.

Advocacy **supports clients** to **express their views**, assisting them in **safeguarding their rights** and ensuring that those who are particularly **vulnerable** or **excluded** have an opportunity to take forward issues which are of **importance** to them.

Main Duties and Responsibilities

- To provide holistic short term 1-1 advocacy support to help people who use the service, to achieve positive outcomes
- Enable people to explore their thoughts and feelings, identify key problems and work towards smart goals
- Help people access community services, especially housing and mental health services
- Support people to understand and manage their housing options
- Support people to develop strategies for cost-of -iving crisis and money management
- To work alongside the wider Advocacy for All team
- Work in partnership with other local charities and agencies
- To use own initiative to make links with local and regional organisations, in order to promote the project and the rights and choices of people using the service
- To support with responding to enquiries.
- To support with the production of promotional materials for the project
- To maintain records, databases and files, as needed.
- To ensure that all discussions and meetings concerning the client are focussed on their needs and aspirations. To involve people in discussions about their support in meaningful and appropriate ways.
- To communicate in such a way that the individual has a clear understanding of their rights & responsibilities, and are aware of what support is right for them.

- To work with each person / group identified who requires support to meet his or her individual needs. Support all individuals in a way that promotes dignity and respect.
- To empower individuals to challenge situations where they are not being offered adequate support, in order to foster independence and self-management in their ongoing mental health journey.
- To travel within the Sutton borough, as the needs of project dictate.
- To support the ongoing development of the project
- To have an overview of the self advocacy projects in the borough
- To work in line with Advocacy for All's policies and procedures.

Person Specification

Essential Requirements

Desirable Requirements

Education and Training

- A good standard of education to at least NVQ Level 3/A-level, or equivalent.
- A willingness to undertake training and continuing development.
- Formal advocacy-related qualification or training.
- Learning disability-related qualification or training.

Knowledge and Experience

- Experience of supporting people with mental health difficulties
- Understanding of advocacy
- An awareness of the needs of people with mental health issues
- Experience of using outcomes frameworks to measure progress
- An awareness of the importance of data protection and GDPR.
- An awareness (and a commitment to) the importance of equal opportunities.
- An awareness of adult safeguarding.
- Experience of working in an office environment and experience of home working.
- Experience of developing and maintaining effective administrative systems.
- Experience of creating promotional material.

Ability

- To independently manage a caseload - working with learning disabled adults using self-advocacy, in order to identify and make changes which will support their overall mental health and wellbeing.
- To recognise the importance of professional boundaries and clear guidance.
- To multi-task, manage own workload and meet deadlines in a busy environment where lone working might be required.
- To use Microsoft Office products, including Word, Excel, Publisher, and PowerPoint.
- To network and liaise with professionals, external organisations, and members of the public.
- To learn new things and be adaptable to changing circumstances.
- To work productively as part of a team and under own initiative in a lone-working role.
- To work flexibly and outside of office hours, as required.
- To travel freely across the Sutton borough, preferably with a full, clean UK driving licence and access to own vehicle.
- To promote AfA and its values.
- To represent AfA and the project at events.
- To maintain and manage social media sites of various natures.
- To produce newsletters, e-bulletins and other publicity materials to a high standard.

Communication

- Excellent communication and interpersonal skills.
- An ability to respond to enquiries in a professional and appropriate manner.
- Able to keep calm under pressure and prioritise accordingly.
- Familiarity with Zoom and online facilitation.
- An awareness of person-centered working.
- A commitment to innovation and a comfort with exploring new technologies.
- An ability to network and foster collaboration with outside organisations, to further develop the project