**Job Description:**

**Mental Health Advocate – Carer’s Lead**



**To provide Independent Advocacy for people with Mental Health needs and their carer’s. To support the Senior Management Team to ensure the delivery of an effective service.**

**To provide independent advocacy for people experiencing mental health difficulties and carers who are supporting people affected by mental health issues. To support the core services function to operate smoothly and to service delivery specification.**

**Business Responsibilities**

*Lamp* refers to the Leicestershire Action for Mental Health Project, which is both a Company Limited by Guarantee and a Registered Charity.

**Overall purpose**

To provide independent Mental Health Advocacy to support the service delivery. A professional, customer-focused attitude is essential.

This position provides mental health advocacy, to people experiencing mental health difficulties and their carer’s who are supporting them in relation to the Mental Health Act and its regulations and codes of practice.

**Key Functions**

1. To provide advocacy to qualifying patients as defined in The Mental Health Act code of practice.
2. To provide advocacy and support to those caring for people with mental health issues as defined in The Mental Health Act code of practice.
3. To offer one to one advocacy and follow company policy and procedures at all times.
4. To support and commit to the strategic and operational aims and objectives of the organisation.
5. To work co-operatively and flexibly with your Line Manager at Lamp to deliver targets, ensure effective monitoring and evaluation processes, and review strategy and achievements.
6. To uphold and promote Lamp’s commitment to Equal Opportunities at all times.
7. To upholds clients’ rights to respect and confidentiality in accordance with the Principles and Policies & Procedures of Lamp.

**Service Delivery**

1. Works innovatively and flexibly to identify clients’ needs and preferences and, where agreed provides appropriate advocacy to articulate those needs.
2. Has exemplary communication skills- builds effective working relationships and is clear and articulate. Maintains a professional and positive approach at all times.
3. Has knowledge of local advocacy and support services and working knowledge of advocacy practice and Mental Health Law.
4. Manages a complex workload, prioritising and organising effectively. Demonstrates sound time management and team working.
5. Keeps timely and accurate records, compiles reports and produces written documents according to need.
6. Undertakes any training deemed necessary to the post, with the support of senior staff.
7. Takes part in supervision and appraisal process as instructed.
8. Supports other team members by undertaking duties as instructed in their absence.
9. Assists the Head of Advocacy and Support in the allocation and monitoring of case work.
10. Represents the organisation at meetings as directed.
11. Appropriately seeks support and records and reports any risk matters to the Senior Advocate or Senior Management Team in her/his absence.

Undertakes all other duties related to the post in particular, and to Lamp in general, as may be reasonably required, reasonable updates to this job profile may be required from time to time.

**Person Specification**

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| --- | --- | --- |
| Knowledge & Experience | Essential/Desirable | How measured |
| Experience of providing advocacy to individuals | Essential | 2, 4 |
| Qualified to degree level, or holds a relevant professional qualification or experience | Essential | 2,5 |
| Experience of working in mental health or social care settings | Essential | 1, 2, 4 |
| Working knowledge and understanding of mental health legislation and practice including the Mental Health Act 1983. | Essential | 2,3, 4 |
| Understands local community and voluntary service issues | Desirable | 2, 4 |
| Holds national advocacy qualification | Desirable | 2, 4, 5 |
| Working knowledge and understanding of The Care Act and Mental Capacity Act | Desirable | 2, 4 |

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| Skills & Abilities | Essential/Desirable | How measured |
| Excellent Communication skills, understanding the need for empathy and sensitivity | Essential | 2,3,4 |
| Able to work on own initiative and as part of a team, under supervision and guidance of senior staff | Essential | 2,4 |
| Able to maintain confidentiality and adherence to data protection | Essential | 2,4 |
| Skilled in negotiating positive outcomes and in dealing sensitively, professionally and courteously with all agencies and individuals | Essential | 2, 4 |
| Understand and recognise the diversity and needs of all service users | Essential | 2, 4 |
| Good computer skills, providing effective recording and reporting | Essential | 2, 4 |
| Ability to travel to meet with clients and attend external meetings on behalf of Lamp. | Essential | 2,4 |
| A willingness to work occasional evenings and weekends if required | Essential | 2,4 |

**Measurements:**

1. Test prior to shortlisting (i.e. all applicants)
2. From application form
3. Test after shortlisting
4. Probing at interview
5. Documentary Evidence