****

SPECTRA CIC

JOB DESCRIPTION - Independent Health Advocate

|  |
| --- |
| Post details |

Job Title: Trans & Non-Binary (TNB) Advocacy Service - Independent Health Advocate

Line Manager: tbc

Salary/Grade: £31,200 plus pension contribution. 5 days per week.

### Main purpose of the job

To provide independent health advocacy for Trans and Non-binary (TNB) people:

* To set up and manage a new TNB independent health advocacy service
* Maintain an agreed caseload of TNB people who have experienced barriers in accessing health care services, providing people with information, advocacy and support in an empowerment-based manner
* Provide management support to a trainee advocate
* Develop relationships with health care providers to improve access to services for TNB clients
* Develop training packages for health professionals
* Monitor and report on all activity, identifying emerging need.

### Main responsibilities and tasks

**Casework**

1. Provide information and advice to enable clients to make informed choices.

2. Develop a support plan, in conjunction with the client, to address their individual needs.

3. Providing impartial, accurate and TNB-informed information to clients about health services, advocacy on client’s behalf.

4. Where appropriate, accompany clients through the process of decision-making, appointments and related concerns.

5. Assisting clients in dealing with the diverse impacts of health & related services (emotional, social, housing, financial, or practical).

6. Advocate and inform clients of their rights and entitlements to health provision, including rights to have decisions reviewed, make complaints and provide feedback to relevant agencies.

7. Provide information and support in relation to Compensation and refer to specialist agencies as required.

8. Operate within professional boundaries at all times

**Case Management and Monitoring**

9. Maintain accurate records of work undertaken with clients in line with Spectra’s policies and procedures.

10. Attend and make effective use of line management and clinical supervision.

11. Complete monitoring and evaluation information for all clients in line with funder expectations and Spectra procedures.

12. Inform clients about how they can feedback or complain about the casework service they have received

13. Ensure that the client understands the limits of the service and signpost/refer to relevant TNB-inclusive services for ongoing support if required.

**Partnership Working**

14. Develop and maintain good working relationships with key health services partners and outside agencies.

15. Attend occasional external meetings as a representative of Spectra, as agreed with the Line Manager.

16. Develop and occasionally co-deliver TNB awareness-raising workshops or training to external agencies as required.

**Signposting and working with teams**

17. Liaise with Trans Empowerment team, and other Spectra services as required.

18. Liaise with individuals, teams and agencies working in the health sector, developing relationships and pathways.

19. Identify emerging issues, and ways to improve services

20. Ensure learning is shared across the Spectra team.

**Job Knowledge and Skills**

Experience of direct work with TNB people experiencing difficulties accessing health services.

Experience of advocacy with LGBTQI+ (including Non-Binary) people

Experience of developing service protocols and systems

Experience of managing a busy workload, working under pressure and prioritising your workload

Ability to form good working relationships with clients and maintain professional boundaries

Ability to maintain positive working relationships with voluntary and statutory partner agencies

Lived knowledge of issues affecting TNB people, especially health service access related.

Understanding of health service provision, and referral processes.

Know your own limits of skills, competences and responsibilities, and work within them.

Identify, assess and manage risks, including close liaison with Spectra’s Designated Safeguarding Lead (DSL).

Manage your time, organisational resources and prioritise workload in liaison with manager.

Participate and contribute to ongoing appraisal and learning.

|  |
| --- |
| Other |

1. To maintain personal and professional development in order to keep up to date with advocacy frameworks and ethics.
2. To be available for work outside normal office hours.
3. To contribute to Spectra projects and initiatives as identified by line manager.

##### Spectra standards

***Equal Opportunities***

Spectra has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

***Health and Safety***

Spectra is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

***Confidentiality and Data Protection***

Spectra is committed to maintaining protection of data and privacy of staff and clients. It expects all staff to handle individuals’ personal information in a sensitive and professional manner. All staff are under an obligation not to gain accesses to information they are not authorised to have.

***Systems***

To use Spectra computers and other technology as directed to ensure their full and proper use and to undertake any necessary training.

##### Signature –job holder

Signed:*…………………………………………………………………………* Dated:…………………………………………

The duties of this post will change over time and will be reviewed and amended as necessary.**EMPLOYEE SPECIFICATION**

**Job Title: Independent Health Advocate, Spectra CIC**

|  |  |
| --- | --- |
| No | Criteria/Competences |
|

**Skills/Abilities/Knowledge**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| **1** | Relevant advocacy qualification (Level 3 NVQ), **or** 2 years+ experience in paid or voluntary structured independent advocacy role.  |
| **2** | Strong understanding of and experience of the principles of advocacy including role purpose and boundaries, confidentiality, safeguarding. |
| **3** | Knowledge of the diversity of LGBTQ+ people, particularly TNB people and barriers to equality and access within services. |
| **4** | Knowledge of social, educational, legal and medical issues creating barriers for TNB people and commitment to challenging these professionally.  |
| **5.** | An understanding of inclusion and the need to treat people from all backgrounds with dignity. |
| **6.** | Highly skilled communicating (orally/in writing) and engaging with stakeholders. |
| **7.** | Experience of liaising with statutory and voluntary agencies. |
| **8.** | An understanding of a person centred approach and its impact on service quality |
| **9.**  | Knowledge of relevant legislation including the principles of the Mental Health Capacity Act (2005) England & Wales and other rights/health related regulations. |
| **10.** | Experience of developing service protocols or systems for an advocacy service. |
| **11.** | Experience of developing and delivering training to professionals. |
| **12.** | Excellent time management skills and ability to organise self.  |
| **13.** | Knowledge of data/record-keeping systems and an ability to process and analyse data for reports, including case studies. |
| **14.** | Ability to problem solve, work independently and manage time efficiently. |

 **Experience**

|  |  |
| --- | --- |
|  |  |
| **1** | Experience of delivering an advocacy service to TNB people within a structured, accountable model, ensuring learning is reported and shared. |
| **2** | Lived experience of the complex issues facing TNB people.  |
| **3** | Experience of setting up a new service and establishing protocols and frameworks. |

|  |
| --- |
| Other Factors (e.g. Genuine Occupational Qualifications)1 Ability to work in languages other than English common to the diverse communities in London (desirable)2 TNB lived experience  |