

Job Description

Title: Independent Mental Capacity Advocate

Department: Operations

Reporting to: Advocacy Manager

Office Base: Swansea

This post will be subject to an Enhanced Check, including the Adult / Children Barred Lists

1 Purpose

- 1.1 To provide an Independent Mental Capacity Advocacy (IMCA) service within the ASC area of operation, as required by the Mental Capacity Act 2005.
- 1.2 The post holder will provide non-instructed advocacy (NIA) support to people who lack capacity and are un-befriended, in relation to decisions regarding serious medical treatment, long term move of accommodation, care reviews and adult safeguarding.
- 1.3 The post holder will also provide the required roles under Deprivation of Liberty Safeguards (DoLS).
- 1.4 IMCAs are expected to provide a duty advocacy role as part of a rota

2 Core Competencies

- 2.1 To achieve the objective of this role the IMCA must place the client at the centre of all actions and decision making and must display the necessary competencies, skills and attitudes in their day to day work.
- 2.2 These competencies include: -
 - 2.2.1 being non-judgemental;

- 2.2.2 promoting anti-discriminatory practice;
- 2.2.3 maintaining confidentiality;
- 2.2.4 promoting empowerment and self-determination;
- 2.2.5 promoting equal opportunities, equality and diversity;
- 2.2.6 ensuring that clients are treated with dignity and respect as part of ethical practice;
- 2.2.7 Detailed knowledge of the Mental Capacity Act 2005, including its Code of Practice, and Deprivation of Liberty Safeguards

3 Main Duties and Responsibilities

3.1 Advocacy Tasks

- 3.1.1 To undertake the statutory IMCA role as set out in the Act, regulations, Code of Practice, Local Engagement Protocols and any subsequent directives. IMCAs must have regard to the Mental Capacity Act Code of Practice.
- 3.1.2 To receive and respond to referrals as required by the IMCA Advocacy Manager and in accordance with Engagement Protocols and Codes of Practice.
- 3.1.3 To provide clients with the information they need in order to be involved in, express their views of, or complain about their treatment and care.
- 3.1.4 To enable clients to identify and articulate their wishes, feelings and needs in relation to services and advocating as necessary.
- 3.1.5 To liaise, communicate and negotiate effectively with a range of health and social care personnel and managers to promote multi-disciplinary working, an awareness of the role of the IMCA and the rights of patients.
- 3.1.6 To provide a duty advocacy role on a rota basis. The Duty Advocate responds to general enquiries and will take referrals for all our services including IMHA, IMCA and Community. The

Duty Advocate is the first line of enquiry for any professional or client who wants information about their rights, what our service provides. It is therefore vital that the duty advocate is knowledgeable about all of our services and procedures. To signpost and refer on people for issues that fall outside the scope of the IMCA role.

- 3.1.7 To work within the Advocacy Code of Practice and the Mental Capacity Act Code of Practice.

3.2 Awareness Raising

- 3.2.1 To promote the role of advocacy and services that ASC provides within a variety of settings.
- 3.2.2 To liaise with other agencies, identify and implement ways of enabling closer communication between clients, carers, professionals, statutory and voluntary agencies.
- 3.2.3 Establish and maintain links with community groups, voluntary sector providers and social service authorities including BME and older persons groups and services.
- 3.2.4 To actively promote a positive image of ASC.

3.3 Advocacy Support in Cymru Ltd tasks

- 3.3.1 Following successful completion of the probationary period, IMCAs are expected to obtain the City & Guilds Diploma in Independent Advocacy, in particular the IMCA specialisms, within 12 months of employment after probation. This is a condition of our Service Level Agreement and must be adhered to. This may involve some out of hours' time commitment. Failure to achieve this qualification within this period is likely to result in your employment being terminated.
- 3.3.2 Monitor services by using the required recording systems and in accordance with the Data Protection Act.

- 3.3.3 To contribute towards quarterly and annual Commissioners Reports.
- 3.3.4 To assist the Advocacy Manager in the development and implementation of the Business Plan and other related documents.
- 3.3.5 To complete all required service documentation and general documentation, including comprehensive case reports, required by ASC, ensuring that there are accurate records of work pertaining to the post.
- 3.3.6 Meet all required deadlines
- 3.3.7 To complete necessary Administrative Tasks.
- 3.3.8 To adhere to the requirements of all Service Level Agreements, Engagement Protocols and contractual requirements.

3.4 Confidentiality

- 3.4.1 To ensure strict confidentiality is maintained at all times.
- 3.4.2 Understanding of and compliance with Data Protection legislation, and ASC Data Protection and Confidentiality policies.

3.5 Health and Safety

- 3.5.1 To work at all times in a safe and efficient manner and be aware of the ASC's Health and Safety policies.
- 3.5.2 All employees have a responsibility of care for their own and others health and safety.

3.6 Training

- 3.6.1 To attend all mandatory training sessions.
- 3.6.2 To ensure that all training needs are identified, met and updated to encompass all relevant changes and practices (subject to funding).
- 3.6.3 All employees have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees, students on placement or volunteers.

3.7 Behaviours

- 3.7.1 To work within the ASC corporate framework, and to follow all ASC Policies, Procedures and Protocols.
- 3.7.2 To ensure that your Line Manager is fully informed of any issues which may affect the quality of service provision.
- 3.7.3 To attend all supervision sessions, appraisals and notified meetings, where relevant.
- 3.7.4 To ensure good communication both within ASC and with external agencies.
- 3.7.5 To ensure ASC's Equal Opportunities, Code of Conduct and Health & Safety policies are fully understood and upheld.
- 3.7.6 To ensure that all work is conducted to the highest professional standards within ASC's policies and procedures.

3.8 Other

- 3.8.1 Any other duties relevant to this post.
- 3.8.2 The job description sets out the main duties of the post at the date drawn up. Such duties may vary from time to time, without

changing the general character of the post, or the level of responsibility.

- 3.8.3 Such changes are common occurrences and cannot by themselves constitute a reconsideration of grading

Person Specification

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Qualifications

Essential

- 1 A minimum of 5 GSCE's or equivalent

Desirable

- 1 City and Guilds Level 4: Professional Practice in Independent Advocacy

Experience

Essential

- 1 A minimum of 2 years direct experience working with vulnerable adults and / or children in health and social care settings, or indirect experience, for example as a carer or service user.
- 2 Facilitating group work, chairing or taking an active part in meetings.
- 3 Organising work load and prioritising tasks in order to make effective use of the available time.
- 4 Working effectively in an intra-agency context with Health and Social Care Professionals.
- 5 Working with people with Mental Capacity and / or Mental Health Issues.
- 6 Use of Information Technology in respect of record keeping, administration, researching material and correspondence.

Desirable

- 1 Working, either paid or unpaid, as an advocate.
- 2 Use of Health or Social Care Services.
- 3 Working in diverse and multi-ethnic communities.
- 4 Working with people with mental health difficulties, learning disabilities, dementia, complex communication needs and / or capacity difficulties.

Attitudes and Personal Qualities

Essential

- 1 Understanding, awareness of and commitment to the principles of Equal Opportunities and the promotion of equality and diversity.
- 2 The promotion of autonomy and self-determination.
- 3 Desire to help people achieve their own goals.
- 4 Working in a non-judgemental way that is respectful of people's needs, wishes and experiences.
- 5 Flexible, adaptable and open ways of working.
- 6 Persistent and Resilient.
- 7 Reflective.
- 8 The ability to work collaboratively and function effectively within a team environment.
- 9 Efficient.

Skills and Knowledge

Essential

- 1 How Mental Capacity / Mental Health difficulties can impact on people.
- 2 The principles and purpose of advocacy.

- 3 The principle of confidentiality, specifically in relation to the advocate / client relationship.
- 4 Knowledge of the role of the Independent Mental Capacity Advocate as defined in the Mental Capacity Code of Practice.
- 5 An understanding of professional boundaries.
- 6 Communicate effectively, both in writing and verbally, with a cross-section of people, e.g. excellent letter writing, a pleasant and clear telephone manner, negotiation skills in meetings.
- 7 Ability to use and learn a range of IT technologies and systems.
- 8 Effectively manage work time and tasks.
- 9 Assimilate information quickly and construct coherent arguments.
- 10 Recognise and deal with potential risks, be aware of and manage personal safety.

Desirable

- 1 The Mental Capacity Act 2005, Mental Health Act 21983 (as amended by the Mental Health Act 2007), the Mental Health (Wales) Measure 2010
- 2 Accurately and assertively represent people to decision makers in a range of contexts.

Other

Essential

- 1 Travel efficiently and effectively within the Advocacy Support Cymru area of operation, and have access to a vehicle.
- 2 Undergo training and professional development.
- 3 Accept supervision.
- 4 Work occasionally outside of normal office hours.

Desirable

- 1 Ability to speak Welsh.