

## Job Description

**Title:** Independent Mental Capacity Advocate

**Department:** Operations

**Reporting to:** Advocacy Manager

**Office Base:** Cardiff

**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

**Title:** Independent Mental Capacity Advocate

**Department:** Operations

**Reporting to:** Advocacy Manager

**Office Base:** Cardiff

### 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.

# Swydd Ddisgrifiad

**Teitl:** Eiriolwr Iechyd Meddwl Annibynnol

**Adran:** Gweithrediadau

**Yn adrodd i:** Rheolwr Eiriolaeth

**Swyddfa:** Caerdydd

**Bydd y swydd hon yn destun Gwiriad Manylach, gan gynnwys y Rhestrau Gwahardd Oedolion/Plant**

## 1 Diben

- 1.1 Darparu gwasanaeth Eiriolaeth Galluedd Meddyliol Annibynnol (IMCA) o fewn maes gweithredu ASC, fel sy'n ofynnol gan Ddeddf Galluedd Meddyliol 2005.
- 1.2 Bydd deiliad y swydd yn darparu cymorth eiriolaeth heb gyfarwyddyd (NIA) i bobl sydd ag anallu a heb gyfeillachwr, mewn perthynas â phenderfyniadau ynghylch triniaeth feddygol ddifrifol, symud llety yn yr hir dymor, adolygiadau gofal a diogelu oedolion.
- 1.3 Bydd deiliad y swydd hefyd yn darparu'r rolau gofynnol o dan y Trefniadau Diogelu rhag Colli Rhyddid (DoLS).
- 1.4 Disgwylir i IMCAs ddarparu rôl eiriolaeth ar ddyletswydd fel rhan o rota

## 2 Cymwyseddau Craidd

- 2.1 Er mwyn cyflawni amcanion y rôl hon, rhaid i'r IMCA roi'r cleient wrth wraidd yr holl weithrediadau a phenderfyniadau a rhaid iddo arddangos y cymwyseddau, sgiliau ac agweddau angenrheidiol yn y gwaith o ddydd i ddydd.
- 2.2 Mae'r cymwyseddau hyn yn cynnwys: -

- 2.2.1 bod yn anfeirniadol;
- 2.2.2 hyrwyddo ymarfer gwrth-wahaniaethol;
- 2.2.3 cynnal cyfrinachedd;
- 2.2.4 hyrwyddo grymuso a hunan-benderfyniad;
- 2.2.5 hyrwyddo cyfle cyfartal, cydraddoldeb ac amrywiaeth;
- 2.2.6 sicrhau bod cleientiaid yn cael eu trin ag urddas a pharch fel rhan o ymarfer moesegol;
- 2.2.7 Gwybodaeth fanwl am Ddeddf Galluedd Meddyliol 2005, gan gynnwys ei Chod Ymarfer, a'r Trefniadau Diogelu rhag Colli Rhyddid

### **3 Prif Ddyletswyddau a Chyfrifoldebau**

#### **3.1 Tasgau Eiriolaeth**

- 3.1.1 Ymgymryd â rôl statudol IMCA fel y nodir yn y Ddeddf, rheoliadau, Cod Ymarfer, Protocolau Ymgysylltu Lleol ac unrhyw gyfarwydddebau dilynol. Rhaid i IMCAs roi sylw i God Ymarfer y Ddeddf Galluedd Meddyliol.
- 3.1.2 Derbyn ac ymateb i atgyfeiriadau fel sy'n ofynnol gan y Reolwr Eiriolaeth yr IMCA ac yn unol â Phrotocolau Ymgysylltu a Chodau Ymarfer.
- 3.1.3 Darparu'r wybodaeth sydd ei hangen ar gleientiaid er mwyn iddynt allu cymryd rhan yn eu triniaeth a'u gofal, gan fynegi eu barn neu gwyno amdanynt.
- 3.1.4 Galluogi cleientiaid i nodi a mynegi eu dymuniadau, eu teimladau a'u hanghenion mewn perthynas â gwasanaethau ac eirioli yn ôl yr angen.
- 3.1.5 Cydgysylltu, cyfathrebu a thrafod yn effeithiol ag amrywiaeth o bersonél a rheolwyr iechyd a gofal cymdeithasol i hyrwyddo gweithio amlddisgyblaethol, ymwybyddiaeth o rôl IMCA a hawliau cleifion.

- 3.1.6 Darparu rôl eiriolwr ar ddyletswydd ar sail rota. Mae'r Eiriolwr ar Ddyletswydd yn ymateb i ymholiadau cyffredinol a bydd yn derbyn atgyfeiriadau ar gyfer ein holl wasanaethau gan gynnwys IMHA, IMCA a Chymuned. Yr Eiriolwr ar Ddyletswydd yw'r llinell ymholi gyntaf ar gyfer unrhyw weithiwr proffesiynol neu gleient sydd eisiau gwybodaeth am eu hawliau, yr hyn y mae ein gwasanaeth yn ei ddarparu. Mae'n hanfodol felly bod yr eiriolwr ar ddyletswydd yn wybodus am ein holl wasanaethau a gweithdrefnau. Cyfeirio pobl at faterion sydd y tu allan i gwmpas rôl IMCA.
- 3.1.7 Gweithio o fewn y Cod Ymarfer Eiriolaeth a Chod Ymarfer y Ddeddf Galluedd Meddyliol.

### 3.2 Codi Ymwybyddiaeth

- 3.2.1 Hyrwyddo rôl eiriolaeth a gwasanaethau y mae ASC yn eu darparu mewn amrywiaeth o leoliadau.
- 3.2.2 Cysylltu ag asiantaethau eraill, nodi a gweithredu ffyrdd o alluogi cyfathrebu agosach rhwng cleientiaid, gofalwyr, gweithwyr proffesiynol, asiantaethau statudol a gwirfoddol.
- 3.2.3 Sefydlu a chynnal cysylltiadau â grwpiau cymunedol, darparwyr sector gwirfoddol ac awdurdodau gwasanaethau cymdeithasol, gan gynnwys grwpiau a gwasanaethau BME a phobl hŷn.
- 3.2.4 Hyrwyddo delwedd gadarnhaol o ASC.

### 3.3 Tasgau Cefnogaeth Eiriolaeth Cymru

- 3.3.1 Ar ôl cwblhau'r cyfnod prawf yn llwyddiannus, disgwylir i IMCAs ennill Diploma City and Guilds mewn Eiriolaeth Annibynnol, yn enwedig arbenigedd yr IMCA, o fewn 12 mis o gyflogaeth ar ôl y cyfnod prawf. Mae hwn yn amod o'n Cytundeb Lefel Gwasanaeth a rhaid cadw ato. Gall hyn olygu rhywfaint o ymrwymiad y tu allan i oriau gwaith. Mae methu ag ennill y

cymhwyster hwn o fewn y cyfnod hwn yn debygol o arwain at derfynu eich cyflogaeth.

- 3.3.2 Monitro gwasanaethau gan ddefnyddio'r systemau cofnodi gofynnol ac yn unol â'r Ddeddf Diogelu Data.
- 3.3.3 Cyfrannu at Adroddiadau chwarterol a blynyddol y Comisiynwyr.
- 3.3.4 Cynorthwyo'r Rheolwr Eiriolaeth i ddatblygu a gweithredu'r Cynllun Busnes a dogfennau cysylltiedig eraill.
- 3.3.5 Cwblhau'r holl ddogfennau gwasanaeth gofynnol a dogfennaeth gyffredinol, gan gynnwys adroddiadau achos cynhwysfawr, sy'n ofynnol gan ASC, gan sicrhau bod y cofnodion sy'n ymwneud â'r swydd yn gywir.
- 3.3.6 Bodloni unrhyw derfynau amser gofynnol
- 3.3.7 Cwblhau tasgau gweinyddol angenrheidiol.
- 3.3.8 Cydymffurfio â gofynion yr holl Gytundebau Lefel Gwasanaeth, Protocolau Ymgysylltu a gofynion cytundebol.

#### 3.4 Cyfrinachedd

- 3.4.1 Sicrhau bod cyfrinachedd caeth yn cael ei gynnal ar bob adeg.
- 3.4.2 Deall a chydymffurfio â Deddfwriaeth Diogelu Data a Pholisïau Diogelu Data a Chyfrinachedd ASC.

#### 3.5 Iechyd a Diogelwch

- 3.5.1 Gweithio mewn modd diogel ac effeithlon ar bob adeg a bod yn ymwybodol o Bolisïau Iechyd a Diogelwch ASC.
- 3.5.2 Mae cyfrifoldeb ar bob gweithiwr i ofalu am ei iechyd a diogelwch ei hun ac eraill.

### 3.6 Hyfforddiant

- 3.6.1 Mynychu pob sesiwn hyfforddiant gorfodol.
- 3.6.2 Sicrhau bod eich holl anghenion hyfforddi yn cael eu nodi, eu diwallu a'u diweddarau i gwmpasu unrhyw newidiadau ac arferion perthnasol (yn amodol ar gyllid).
- 3.6.3 Mae cyfrifoldeb ar bob gweithiwr i gynorthwyo, lle bo hynny'n briodol ac yn angenrheidiol, gyda hyfforddi a datblygu cydweithwyr, myfyrwyr ar leoliad neu wirfoddolwyr.

### 3.7 Ymddygiadau

- 3.7.1 Gweithio o fewn fframwaith corfforaethol ASC, a dilyn holl Bolisiâu, Gweithdrefnau a Phrotocolau ASC.
- 3.7.2 Sicrhau bod eich Rheolwr Llinell yn cael ei hysbysu'n llawn am unrhyw faterion a allai effeithio ar ansawdd y ddarpariaeth gwasanaeth.
- 3.7.3 Mynychu pob sesiwn oruchwylio, arfarniadau a chyfarfodydd hysbysedig, lle bo hynny'n berthnasol.
- 3.7.4 Sicrhau cyfathrebu da o fewn ASC a gydag asiantaethau allanol.
- 3.7.5 Sicrhau bod polisiâu Cyfle Cyfartal, Cod Ymddygiad ac Iechyd a Diogelwch ASC yn cael eu deall a'u dilyn yn llawn.
- 3.7.6 Sicrhau bod yr holl waith yn cael ei wneud i'r safonau proffesiynol uchaf o fewn polisiâu a gweithdrefnau ASC.

### 3.8 Arall

- 3.8.1 Unrhyw ddyletswyddau eraill sy'n berthnasol i'r swydd hon.

- 3.8.2 Mae'r disgrifiad swydd yn nodi prif ddyletswyddau'r swydd ar y dyddiad a'i luniwyd. Gall dyletswyddau o'r fath amrywio o bryd i'w gilydd, heb newid nodweddion cyffredinol y swydd, na lefel y cyfrifoldeb.
- 3.8.3 Mae newidiadau o'r fath yn ddigwyddiadau cyffredin ac ni allant ynddynt eu hunain arwain at ailystyried gradd y swydd

## Manyleb Person

**Teitl:**

**Adran:**

**Yn adrodd i:** Rheolwr Eiriolaeth

**Swyddfa:**

### Cymwysterau

#### Hanfodol

- 1 O leiaf 5 TGAU neu gyfwerth

#### Dymunol

- 1 City and Guilds Lefel 4: Ymarfer Proffesiynol ym maes Eiriolaeth Annibynnol

### Profiad

#### Hanfodol

- 1 O leiaf 2 flynedd o brofiad uniongyrchol yn gweithio gydag oedolion a/neu blant agored i niwed mewn lleoliadau iechyd a gofal cymdeithasol, neu brofiad anuniongyrchol, er enghraifft fel gofalwr neu ddefnyddiwr gwasanaeth.
- 2 Hwyluso gwaith grŵp, cadeirio neu gymryd rhan weithredol mewn cyfarfodydd.
- 3 Trefnu llwyth gwaith a blaenoriaethu tasgau er mwyn gwneud defnydd effeithiol o'r amser sydd ar gael.
- 4 Gweithio'n effeithiol mewn cyd-destun rhyngasiantaethol gyda Gweithwyr Proffesiynol Iechyd a Gofal Cymdeithasol.
- 5 Gweithio gyda phobl sydd â Phroblemau Galluedd Meddyliol a/neu Iechyd Meddwl.

- 6 Defnyddio Technoleg Gwybodaeth mewn perthynas â chadw cofnodion, gweinyddu, ymchwilio i ddeunydd a gohebiaeth.

### Dymunol

- 1 Profiad o weithio (naill ai am dâl neu'n ddi-dâl) fel eiriolwr.
- 2 Defnydd o Wasanaethau Iechyd neu Ofal Cymdeithasol.
- 3 Gweithio mewn cymunedau amrywiol ac aml-ethnig.
- 4 Gweithio gyda phobl ag anawsterau iechyd meddwl, anabledau dysgu, dementia, anghenion cyfathrebu cymhleth a/neu anawsterau cymhwysedd.

### Ymagweddau a Rhinweddau Personol

#### Hanfodol

- 1 Dealltwriaeth, ymwybyddiaeth o ac ymrwymiad i egwyddorion Cyfle Cyfartal a hyrwyddo cydraddoldeb ac amrywiaeth.
- 2 Hyrwyddo ymreolaeth a hunan-benderfyniad.
- 3 Awydd i helpu eraill i gyflawni eu nodau eu hunain.
- 4 Gweithio mewn modd anfeirniadol sy'n parchu anghenion, dymuniadau a phrofiadau pobl.
- 5 Ffyrdd hyblyg ac agored o weithio.
- 6 Dyfalbarhad a Gwydnwch.
- 7 Myfyriol.
- 8 Y gallu i gydweithio a gweithredu'n effeithiol o fewn amgylchedd tîm.
- 9 Effeithlon.

### Sgiliau a Gwybodaeth

#### Hanfodol

- 1 Sut y gall anawsterau Galluedd Meddyliol / Iechyd Meddwl effeithio ar bobl.
- 2 Egwyddorion a diben eiriolaeth.
- 3 Yr egwyddor o gyfrinachedd, yn benodol o ran y berthynas eiriolwr / cleient.
- 4 Gwybodaeth o rôl Eiriolwr Galluedd Meddyliol Annibynnol fel y diffinnir yn y Cod Ymarfer Galluedd Meddyliol.
- 5 Dealltwriaeth o ffiniau proffesiynol.
- 6 Cyfathrebu'n effeithiol, yn ysgrifenedig ac ar lafar, gyda thrawstoriad o bobl, e.e. ysgrifennu llythyrau rhagorol, dull dymunol a chlir dros y ffôn, sgiliau cyd-drafod mewn cyfarfodydd.
- 7 Y gallu i ddefnyddio a dysgu amrediad o dechnolegau a systemau TG.
- 8 Rheoli amser gwaith a thasgau yn effeithiol.
- 9 Cymhathu gwybodaeth yn gyflym a llunio dadleuon cydlynol.
- 10 Adnabod ac ymdrin â risgiau posibl, bod yn ymwybodol o ddiogelwch personol a'i reoli.

### Dymunol

- 1 Deddf Galluedd Meddyliol 2005, Deddf Iechyd Meddwl 21983 (fel y'i diwygiwyd gan Ddeddf Iechyd Meddwl 2007), Mesur Iechyd Meddwl (Cymru) 2010
- 2 Cynrychioli pobl yn gywir ac yn bendant i'r sawl sy'n gwneud penderfyniadau mewn amrywiaeth o gyd-destunau.

### Arall

### Hanfodol

- 1 Teithio mewn modd effeithlon ac effeithiol o fewn maes gweithredu Cefnogaeth Eiriolaeth Cymru, gyda mynediad at gerbyd.
- 2 Ymgymryd â hyfforddiant a datblygiad proffesiynol.
- 3 Derbyn goruchwyliaeth.
- 4 Gweithio o bryd i'w gilydd y tu allan i oriau swyddfa arferol.

## Dymunol

- 1 Y gallu i siarad Cymraeg.