

# Independent Advocate (Multi-Disciplinary)

## Recruitment Pack

### Contents

1. Welcome from the Chief Executive
2. Service Overview
3. Why work for Cambridge House?
4. Job Description and Person Specification for the Post
5. How to Apply



## Welcome

I am delighted that you are considering joining our Cambridge House team. This recruitment pack includes information about our organisation and this role that I hope you will find useful.

With a dedicated and innovative team, tackling poverty, social inequity and social injustice has been our mission at Cambridge House since 1889. We work to tackle social exclusion and enable people to transition out of crisis and progress towards independence.

Our vision is of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives. Our activities are split into two areas - frontline services to support people to stabilise their lives and progress; and a research and knowledge exchange to support the development of the most effective social policy and practice.

### Law Centre

Free, independent, and expert legal services in housing, employment, discrimination and welfare benefits law alongside crisis mitigation support.

### Independent Advocacy

Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

### Safer Renting

Specialist advice, support, and advocacy for vulnerable private rented sector tenants affected by criminal landlords.

### Youth Empowerment

Investing in young people so they thrive as adults.

### Disabled Peoples' Empowerment

Supporting disabled children and adults to take control of their own lives and futures.

### Research and knowledge exchange

Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

**We value diversity and warmly welcome applications from disabled people, the LGBTQ+ communities, people from Black, Asian, and ethnic minority backgrounds and candidates who shared lived experience with our service users.**

If you would like to be part of this very special organisation and believe that you can contribute to our mission, we welcome an application from you. For more information about us, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley CBE**  
**Chief Executive**

## Why work for Cambridge House?

As a member of our team you join a diverse and inclusive team with a shared commitment to justice and equity. Our current team comprises people who:

- Share lived experiences with our service users
  - 100% of the leadership team
  - 80% of our heads of services
  - 75% of staff
  - 33% of trustees
- Are from Black Asian and ethnically minoritised communities
  - 100% of the leadership team
  - 20% of our heads of services
  - 51% of staff
  - 33% of trustees
- Are women
  - 100% of the leadership team
  - 80% of our heads of services
  - 63% of staff
  - 50% of trustees
- Are disabled, neurodiverse and/or live with a mental or physical health condition
  - 100% of the leadership team
  - 80% of our heads of services
  - 39% of staff
  - 25% of trustees
- Are from LGBTQIA+ communities
  - 20% of our heads of services
  - 27% of staff

From the moment you join Cambridge House, you will be part of an incredible group of people providing pioneering and high-quality services. You'll play a vital role in our life-changing charity and you'll have the opportunity to form special connections and relationships, work in a supportive and flexible environment, and be a part of our highly skilled and motivated team.

Our staff remuneration offer includes:

- Personal learning and development plans
- A generous 30 days leave per annum plus bank holidays and long service increments
- Hybrid working
- Flexible working
- Pension scheme
- Interest free staff loans for:
  - Season tickets
  - Bicycle purchasing
  - Tenancy deposits
  - Nursery deposits
  - Tuition fees
- Tenancy health checks
- Childcare vouchers
- Eye tests
- An employee assistance programme
- Death in service benefits



## Job Description

Job Title:	<b>Independent Advocate (Multi-Disciplinary)</b>
Contract:	Permanent/Fixed
Reports to:	Head of Service – Independent Advocacy
Salary	£28,233.77 per annum FT (PT pro-rata)
Working Hours:	35 hours per week FT or pro rata PT
Location:	Cambridge House Offices with services delivered in local authorities allocated to the role.
Holiday:	30 days per year not including Bank Holidays pro rata
Special conditions:	- Enhanced DBS check. <ul style="list-style-type: none"><li>• Homeworking and/or remote working as required.</li><li>• Travel across London.</li></ul>

## Job Purpose

As a member of Cambridge House's Advocacy Team, led by the Head of Service, this role:

- i. Undertakes IMCA, IMHA, Care Act, Generic and RPR casework in allocated London boroughs.
- ii. To act at all times within the:
  - statutory guidelines of the Care Act 2014
  - the Mental Health Act
  - the framework of the Mental Capacity Act 2005, its related Code of Practice
  - the Deprivation of Liberty Safeguards Code of Practice
  - Other relevant legislation
- iii. To support and represent clients in eligible matters relating to or connected with statutory and non-statutory Advocacy.

## Key Duties

1. **Service Delivery**
  - a. To provide Independent Advocacy for a mixed portfolio of case types.
  - b. To act as an Independent Advocate as defined by the Mental Capacity Act 2005, Mental Health Act 2009 and Care Act 2014
  - c. To support and represent people who are deemed to lack capacity and are eligible to access the IMCA services in key 'best interest' decisions about serious medical treatment and accommodation and any other circumstances which may be regulated for, for the length of that decision.
  - d. To support and represent eligible patients subject to the Mental Health Act
  - e. To facilitate individuals involvement in local authority activity for which they have substantial difficulty
  - f. To obtain and provide information, support and representation to service users on a wide range of issues relating to the decision that is being made, to enable a service user to participate as fully as possible in any decision.
  - g. To use a range of communication methods and consultation to ascertain the persons wishes and feelings about key decisions
  - h. To identify the different options available for the person and identify and advocate which options would be their preference
  - i. To support and represent service users views and wishes: at meetings relating to the decision, through written and verbal correspondence and liaison with other agencies i.e.. Medical professionals and health and social care professionals
  - j. To ensure that the decision makers are aware of all of the factors that are relevant to a person's best interests and challenge decisions where necessary

- k. To support service users to make complaints about decisions and to access advice regarding taking a case to court
- l. To advocate on behalf of the relevant persons in matters relating to or connected with the deprivation of liberty including maintaining regular face to face contact with the person who is deprived of their liberty
- m. Bringing to the attention of both the managing authority and the supervisory body any ways in which the current care of the relevant person appears not to be in their best interests
- n. Working with the managing authority to help the relevant person to understand, as much as they are able to, the fact that the managing authority has been authorised to deprive them of their liberty and the effect of this on their care
- o. Finding out the relevant person's views on their care and the restraints imposed on them
- p. Helping the relevant person to communicate their feelings to the managing authority and others (e.g. family, friends, professionals involved) as appropriate
- q. Expressing what you have witnessed of their views and feelings to the managing authority and others (e.g. family, friends involved professionals) as appropriate
- r. Putting forward the relevant person's views and feelings in the statutory processes (including review and application to the Court of Protection)
- s. Challenging those involved in the relevant person's care if it appears to you that their care could be improved in their best interests, even if the relevant person is not expressing unhappiness with the care
- t. Maintaining contact with the keyworker, person within the managing authority responsible for overseeing the standard authorisation, involved family or friends, any attorney or deputy
- u. Periodical review of care plans for appropriateness
- v. Attend reviews
- w. Request reviews when it appears that the relevant person no longer meets some of the qualifying requirements or there has been significant change in their condition which would require conditions of the standard authorisation to be changed

## 2. **Service Development**

- a. Developing links with local user groups
- b. Establishing appropriate mechanisms for obtaining users views on the IMCA and Relevant Persons Representative services provided to them
- c. Raising the awareness of the Advocacy Service and the role of advocacy
- d. To help develop and maintain appropriate links at a variety of levels with other agencies
- e. To attend and participate in supervision sessions with the Head of Service
- f. To participate in the use and development of the database, monitoring tools, evaluation tools, research and reporting of learning outcomes with support from the Head of Service

## 3. **Other Responsibilities**

- a. To maintain clear, up-to-date and accurate case files.
- b. To keep abreast of relevant Legislation, Local and National Policy and treatment modalities and any other relevant developments in IMCA and DOL's safeguards.
- c. To deputise for other staff in their absence.
- d. To undertake training required by the Head of Service.
- e. To ensure that all work carried out is in compliance with the Mental Capacity Act and any national regulations developed by the Department of Health and Social Care.
- f. To represent the organisation and service at relevant meetings, events, conferences as appropriate.
- g. To work alone, organise work effectively and set priorities.
- h. To work flexibly, in a co-operative way with others and undertaking any other necessary and appropriate tasks where directed.
- i. To be committed to learning and or delivering other types of Advocacy

## **General Responsibilities**

- 1. To keep abreast of the overall work of Cambridge House.
- 2. To be self-servicing and competent in the use of IT software.
- 3. To participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
- 4. To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making as necessary.

5. To comply with all of Cambridge House's corporate policies and procedures.
6. To carry out any other duties commensurate with the role.
7. To work occasional unsociable hours (evenings and weekends).
8. Travel across, and on occasions, outside of London.

**This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.**

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and training</b>	Experience of working in IMCA role and have relevant IMCA/DOLS qualifications	Qualifications in other advocacy disciplines
<b>Knowledge and experience</b>	<ol style="list-style-type: none"> <li>1. Experience of working in an IMCA role.</li> <li>2. An understanding of the Mental Capacity Act, its related Code of Practice and the Deprivation of Liberty Safeguards Code of Practice and its requirements for advocacy.</li> <li>3. Knowledge of equal opportunities practice with regard to people who are deemed to lack capacity.</li> <li>4. Experience of work with people who are deemed to lack capacity, in IMCA role or RPR role</li> <li>5. Experience of communicating with people who lack capacity using a variety of means.</li> <li>6. Experience of effective working relationships with a wide range of people.</li> <li>7. Experience of writing reports summarising complex information</li> <li>8. Excellent working knowledge and comprehension of written English.</li> <li>9. Proficiency in use of Microsoft Office including Excel and Word.</li> <li>10. Experience of successfully completing tasks in a fast-paced environment and to deadlines.</li> <li>11. Experience of working pro-actively and with minimal instruction.</li> <li>12. Working with confidential data.</li> </ol>	<ol style="list-style-type: none"> <li>1. Working in other advocacy disciplines especially IMHA and Care Act</li> <li>2. Working in a charity/not for profit organisation</li> <li>3. Working in a small team</li> </ol>
<b>Skills, abilities and competencies</b>	<ol style="list-style-type: none"> <li>1. The ability to maintain accurate case files and monitoring information.</li> <li>2. Good verbal and written communication skills and presentation skills.</li> <li>3. The ability to work on own initiative.</li> <li>4. The ability to plan and prioritise case load and group work in conjunction with colleagues.</li> </ol>	Additional languages

<b>Personal attributes</b>	<ol style="list-style-type: none"><li>1. Honesty, reliability and excellent timekeeping</li><li>2. Loyalty and a commitment to Cambridge House's work</li><li>3. Positive, enthusiastic and friendly attitude</li><li>4. Problem solving and 'can-do' approach</li><li>5. Listening skills</li><li>6. Flexible, motivated and adaptable to change</li><li>7. Discretion</li><li>8. Customer focused</li><li>9. An inclusive team player</li></ol>
----------------------------	---

## How to Apply

1. Please provide:
  - a) An evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
  - b) Your **Curriculum Vitae** with your:
    - i) Full address, email, mobile, work and home telephone numbers.
    - ii) Education and professional qualifications.
    - iii) Full employment history and details of your latest salary and your notice period.
  - c) The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.
2. A completed **Diversity Monitoring Form**

The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.
3. A completed **Criminal Records Declaration Form**

The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.
4. As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
<b>Closing Date for applications</b>	<b>Open - suitable candidates will be invited for interview on application</b>
Successful applicants will be asked to take up their appointments as soon as possible.	

**Please email completed applications to: [recruitment@ch1889.org](mailto:recruitment@ch1889.org)**

**Applications MUST include all of the following 5 documents:**

1. Supporting Statement
2. CV
3. Contact details of 2 professional and/or academic referees
4. Diversity Monitoring Form
5. Criminal Records Declaration Form

**If you do not hear from us, please assume your application has been unsuccessful on this occasion.**

**Please note that we only provide feedback to shortlisted candidates.**