

JOB DESCRIPTION

Job Title: Healthwatch Sefton Independent Complaints Advocate
Salary: £21,404.50 pro rata (£11,313.80 actual salary)
Contract: Fixed term up until 31st December 2022 – plus extension pending procurement
Location: Burlington House, Waterloo/ Home working.
Hours: 18.5 hour per week, can be used flexibly as agreed with Line Manager
Accountable to: Healthwatch Sefton Manager

Job Purpose:

To provide independent advocacy support to people who live in Sefton who want to make a complaint about their NHS care or treatment.

To promote self-advocacy and empowerment to enable clients to understand the choices open to them at every stage of the complaints process, make informed decisions and get their views heard. This will be through one to one advocacy and other forms of advocacy as required.

Main Duties and Responsibilities:

Provision of advocacy support

1. Support people living in Sefton who wish to make a complaint about their NHS funded healthcare to understand their rights and choices
2. Provide both remote and direct advocacy support as needed at each stage of the NHS
3. Meet with clients in the Healthwatch office, their homes, hospitals, surgeries or meeting rooms, to listen and talk through options available within the NHS complaints structure and taking action on behalf of clients, following their instructions, ensuring they are consistent with the NHS Complaints process
4. Communicate with clients regularly by telephone, letter and email
5. Communicate with individuals and agencies to represent the clients' views, while keeping the client informed of the progress of their case
6. Accompany clients to meetings where necessary ensuring their views are expressed and their voices are heard
7. Ensure that the diverse needs of all clients and potential clients are met.

Maintain records and data for the service

1. Effectively manage a caseload, including accepting and recording client referrals, advocacy planning, risk assessing, adhering to timeframes and data recording
2. Maintain individual client folders and electronic systems.
3. Ensure strict confidentiality is maintained at all times using appropriate systems and client records are kept in accordance with GDPR and other statutory regulatory requirements.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common-sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued



improvement of, our employment practices, service design, service delivery and access for LGBTIQ+ people within our communities.

Sefton CVS actively welcome people from LGBTIQ+ communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Living Wage Accreditation

In 2022, Sefton CVS were accredited as a Living Wage Employer in recognition of our commitment to ensure that all staff receive a Real Living Wage.



Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

Specific Requirements to this post

Knowledge

- A broad understanding of the importance of advocacy, advice and information in enabling people to get the best from health and care services they may require
- Interest in and knowledge of health and / or social care services
- An understanding of human rights, safeguarding and mental health.
- Knowledge of NHS Complaints regulations and procedures

Experience

- Dealing with stressed members of the public who are not necessarily sure of what support they need or what might be available
- Recent experience in a paid or voluntary capacity involving face to face advocacy or supporting people through health or social care services.
- Demonstrate the ability to deal with highly confidential / contentious information in a discrete and appropriate manner
- Hold the National Advocacy qualification. If you do not you will be expected to work towards gaining this
- Experience of working effectively with a wide range of stakeholders from different agencies.

Desirable Requirements to this post

- Use of Customer Relationship Management systems.
- Demonstrable and significant advocacy experience
- Demonstrable experience of good advocacy practice

Common Requirements for all Sefton CVS posts

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.