# A picture containing dark Description automatically generatedWelcome to York Mind!

Recruitment Information Pack

Independent Advocate

Thank you so much for your interest in working with us.

In this pack you should find all the information you need to find out what we’re about

This includes:

More about us, what we believe in and our values

Our application process

The job description and person specification

What we expect from our staff

What you can expect from us

## Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face-to-face and digital services, from 1:1 support, social activities and advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people’s mental health. Last year we helped over 4500 people who are living with mental health problems.

## We Believe

* Mental health is important and a part of each of us
* All people have a right to thrive
* Access to mental health support should be there for everyone
* Asking for help is brave, and lived experience matters
* Stigma around mental health is wrong and must be challenged
* Our work makes a positive difference and we are here to stay

## Our Values

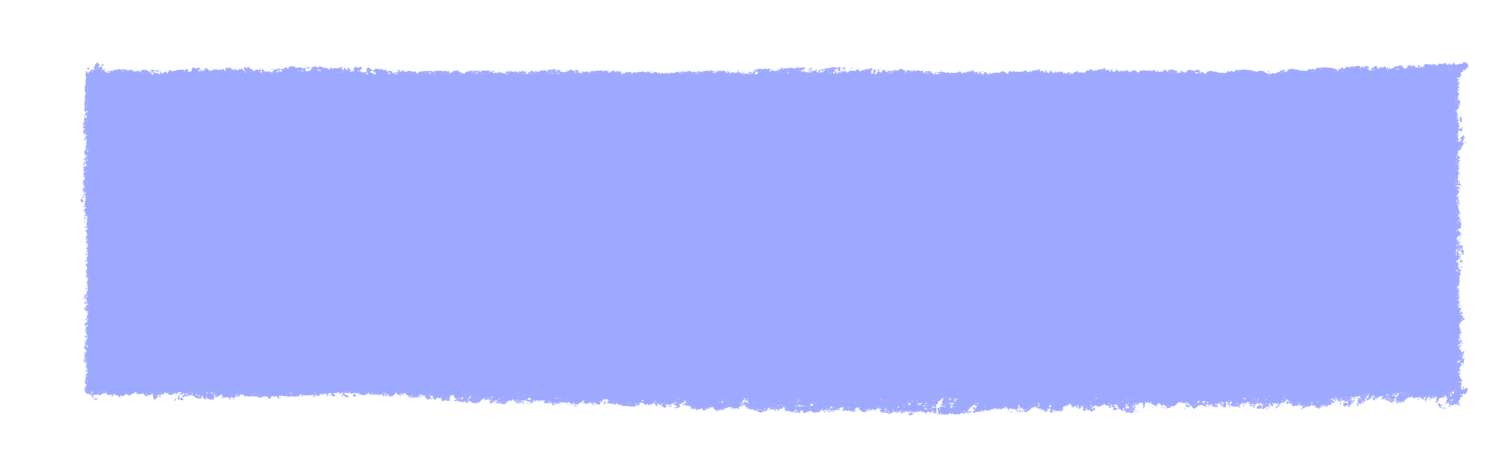
**Being Brave** - Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

**Standing Up** - Dedicating ourselves to advancing mental health appreciation and championing the conditions that enable people to do and be well.

**Developing Together** – By listening to, learning from, and helping one another we grow stronger together, becoming better able to serve our communities.

**Actively Seeking** - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve.

**Being Pragmatic** - Making decisions based on what’s possible and works for the individual. We are down to earth and communicate clearly with kindness.

What people say about us:

*“The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning.”*

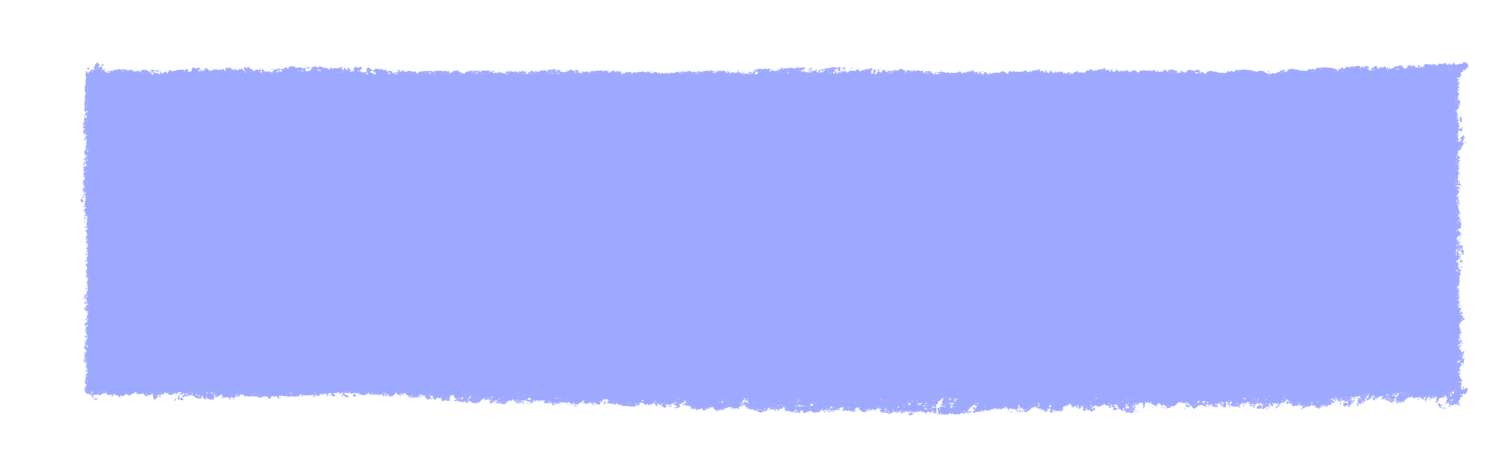


*“****Before mentoring I was not able to see the positives in life, now I am able to, and it has made me happier.”***

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“*We always feel the advocates are very much focused on the person's needs in a professional and supportive manner.”*



*“The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do.”*



“*You are doing a fab job at Mind keeping everyone well. You support so many people. I hope that you know how important you guys are to people like me and those you help.”*

### A note from our CEO



Thank you for your interest in York Mind. Applying for a job can be a big step for a whole range of reasons and we want to try and make York Mind a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then you are welcome to give us a ring.

**About the role**

York Advocacy Hub are looking to recruit an Independent Advocate (37.5 hours per week) to join our team, delivering advocacy support within York and the surrounding areas across the statutory and general advocacy streams we hold as part of our contract with the local authority. This is a permanent position that offers learning and development opportunities, with a varied and interesting case load. Our advocates support some of the most vulnerable members of society to express their views, obtain services they need and develop self-advocacy skills. We work within the Mental Health Act 1983, Mental Capacity Act 2005, Care Act 2014, Deprivation of Liberty Safeguards, and Health and Social Care Act 2012 to ensure that individuals understand their rights. We also have a general advocacy service providing support in relation to several client issues including housing, accessing services, making complaints, etc. The role is a fast paced, demanding but extremely rewarding job, where we support some of the most vulnerable members of society have their voices heard and ensure their rights are upheld.

## Job Description

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| --- | --- |
| Role: | Independent Advocate |
| Hours: | 37.5 (home-based for admin. You will be expected to complete face-to-face client work within York and up to 25 miles in a variety of settings such as care homes, hospitals, etc.) |
| Salary: | £24,444 pro rata, per annum (qualified)£23,944 pro rata, per annum (unqualified) |
| Reports to: | Advocacy Service Manager |
| Office location: | Home-based for admin. You will be expected to complete face-to-face client work within York and up to 25 miles in a variety of settings such as care homes, hospitals, etc |
| **Aim of the role:** | To provide an independent and confidential advocacy service to people in York, and the surrounding area |
| Main deliverables: | |
| To provide an advocacy service to people who fall within the eligibility criteria in line with the relevant codes of practice and best practice guidance. This will include Independent Mental Capacity Advocacy (IMCA), Independent Mental Health Advocacy (IMHA), Care Act Advocacy (CA), NHS Advocacy, Relevant Person’s Representative role (RPR) and General Advocacy.  * To deliver all these advocacy streams in a flexible and efficient way  To manage a fast-paced caseload of clients and maintain accurate case notes, files and records pertinent to the work you are doing with clientsTo work collaboratively and in partnership with other agencies | |
| Main Duties | |
| **A) To work within the aims and objectives of York Mind**   * To work within the principles of the Advocacy Charter and the aims and objectives of York Mind to the benefit of those using our services. * To keep clear and unambiguous records in writing and in-line with service quality standards within York Mind and respect all aspects of clients’ confidentiality. * To ensure a commitment to quality management in York Mind * To work within and uphold the policies and procedures of York Mind and advocacy specific procedures.   **B) Provide advocacy services**   * To provide one-to-one advocacy for people accessing York Advocacy Hub’s services, in a flexible and efficient manner. * To manage a fast-paced caseload of clients and maintain accurate case notes, files and records pertinent to the work you are doing with clients. * To engage in further training relevant to the role as identified by your line manager. * Maintain accurate records of expenses expenditure in line with York Mind’s policies and procedures. * To participate willingly in regular line-management meetings, team meetings and peer support.   **C) Support the service within a team of advocates and a wider partnership**   * Promote the right to advocacy to clients, their families and friends, and stakeholders through talks, meetings and disseminating information. * To attend team meetings, supporting colleagues as part of a peer-case review process. * Contribute to the sharing of information within the team such as common themes for monitoring reporting, service delivery issues and general service development. * To engage with wider York Mind and York Advocacy Hub service teams where appropriate such as attending team away days or information events.   **D) Legislation**   * To keep up to date with key legislation affecting the post.   The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the York Advocacy Hub Managers.  If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder. | |

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## Person Specification

Don’t just tell us how you meet the specification – show us! Feel free to tell us about projects you’ve worked on, awards you’ve won, training you’ve undertaken, developments you contributed to. Feel free to add photos and videos.

|  |  |
| --- | --- |
| **Knowledge, Skills and Experience** | **Where this will be evidenced Application (A), Interview (I), Exercise (E)** |
| Independent Advocacy Qualification Please note it is preferred that the candidate already has the Independent Advocacy Qualification, however, it is not essential as on the job training is provided including completion of the qualification. | A, I |
| Ability to work on your own initiative and manage a busy workload, identifying potential problems and applying the appropriate solutions. | A, I |
| Excellent written and verbal communication skills | A, I |
| Ability to maintain clear boundaries with service users | A, I |
| Knowledge of/willing to learn key legislation – such as Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983, Deprivation of Liberty Safeguards, Human Rights Act 1998. | A, I |
| Experience of working with vulnerable individuals (Desirable) | A, I |
| Driving licence and access to a car (Desirable) | A, I |
| **Practical Skills [Should be in every PS but feel free to add more]** |  |
| Experienced in using software packages to an intermediate level: MS Outlook, Word, Excel, PowerPoint | A |
| Able/willing to learn to use a range of video conferencing platforms | A, I |
| Demonstrates ability to juggle a busy workload with competing priorities | A,I |
| **Values and Attitudes** |  |
| A commitment to the York Mind values | A/I/E |
| A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive | A/I/E |
| Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary | A/I/E |

\* Experience – you should be able to draw on four or five different examples you could use to describe your experience\*

\*Significant experience – you should be able to comfortably draw on a range of experiences from several different situations learnt over a period of time.

### Our application process

We absolutely want to make our roles as accessible as we can, to the widest range of applicants. If you feel ready to apply, then please go ahead. However, if you have any questions about the role, York Mind, your skills, or perhaps the application process, we are happy to arrange a phone conversation.

If you would like to talk to us, please email the contact below to book a phone conversation with us before you apply.

**Either Kirsty Griffiths (**[**kirsty.griffiths@yorkadvocacy.org.uk**](mailto:kirsty.griffiths@yorkadvocacy.org.uk)**), or**

**Rebecca Nightingale (**[**rebecca.nightingale@yorkadvocacy.org.uk**](mailto:rebecca.nightingale@yorkadvocacy.org.uk)**) - Advocacy Managers**

How to Apply: **please submit your application form to** **vacancies@yorkmind.org.uk** before the application deadline.

**Closing Date for applications: 9am Thursday 23rd May 2024**

**Interview date: Friday 31st May 2024 (provisional)**

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### A picture containing plant Description automatically generatedWhat we expect from our people

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our staff, which we have pulled from our values.

#### You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the York Mind team, we will expect you to put clients at the centre of your work.

Be empathetic and compassionate: You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness.

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring.

**Champion Equity:** Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services.

**Be non-judgemental** – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non-judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non-judgemental way.

**Be open and transparent** – You’re honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

**Be prepared to muck in! -** We’re a team and sometimes the unexpected happens. We expect all of our people to support one another, and this might mean you end up doing something you didn’t expect to do, within reason!

## A picture containing dark Description automatically generatedWhat our staff can expect from working with us

We’re a friendly bunch, who are passionate about improving mental health for everyone. So, you’ll be joining a bunch of likeminded people working together for a common cause. Whether it’s tea and cake in our big meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

* **Hybrid working -** Most of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles, but this is usually between 1-2 days week. Please check your role requirements at interview.
* **Flexible Working Arrangements** - Home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible.
* **Staff Support** – We offer an employee assistance programme to support staff, as well as monthly peer support sessions. We also have a staff support group who are involved in improving staff wellbeing.
* **Annual leave -** 25 days annual leave (excl. bank holidays). On completing 2 years continuous service at York Mind, full time employees are entitled to an additional 1 day annual leave per year, up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
* **Generous pension contribution –** York Mind pay 6% employer pension contribution.
* **Professional Body membership fees / Supervision costs** - Where this is an essential part of your role, you can claim these back.
* **Working in a values-based organisation** – We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together.