

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Development Worker -Social Advocacy
<b>Grade</b>	5
<b>Service</b>	Adult Services
<b>Reports to</b>	Unit Manager
<b>Location</b>	The Pod, 31 Far Gosford Street
<b>Job Evaluation Code</b>	A5635



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

To work on a one to one with people referred to The Pod by CRHTT or Approved Mental Health Professional/Care Coordinator and be a reliable and central point of contact, working with them (and potentially a range of other stakeholders) to establish and assert desired outcomes, prioritise tasks, and take actions to resolve a crisis and/or build the foundation for future social brokerage work and self-defined recovery

To form a working partnership with both the Care Coordinator/Approved Mental Health Practitioner as referring practitioner and the person they have referred, navigating them through their personal/professional responsibilities and/or rights at each stage of the Pod's recovery pathway.

To act as social advocate, mobilising relevant key agency/resources for example the Law Centre who need to be central in the crisis recovery plan, ensuring roles and responsibilities are clear and time framed that decision-making processes inclusive and transparent and if necessary, asserting the need for fast track access ensuring the citizen remains central to discussions and decisions, using Statutory Assessments as a framework for dialogue to enhance both understanding and outcomes for the citizen and to inform future social brokerage work

To develop/coordinate a multi-agency *community of practice* at operational level across stakeholder organisations to enable all practitioners to gain a deeper understanding of the of values, priorities, policy drivers, eligibility requirements of each organisation and to gain shared understanding that on occasion there may be a requirement for expediated access.

Under the direction of the manager and in collaboration with associates to support the inception and growth of citywide programs, co-production initiatives and collective projects that build social capital, are entrepreneurial and strengthen individual and /or community capacity to be creative, innovative and resilient.

## Main Duties & Key Accountabilities

### Core Knowledge

- Organise one to one meeting with the person referred to forge an authentic relationship on principles of co-production, to be a reliable and pro-active point of contact, with focus on the immediate tasks and/or actions to create a shared understanding of priorities and to inform and complete foundation assessment work to include the statutory Needs and Wellbeing Assessment, with aim of it being approached like a self-assessment
- Facilitating time framed rights based social advocacy work with citizens. Social advocacy work could include working with and being the interface between the allocated officer in Homelessness Reduction Team and/or working with Benefits Agency and progressing a safeguarding referral - **ensuring** all work keeps on track, disagreements are quickly resolved or escalated, and the citizen remains central to discussions and decisions.

- Maintaining regular contact with the referring practitioner and/or their team and/or the lead officer in core service to ensure that they are kept up to date - raise concerns with them, seek guidance and support from them, be clear and consistent with them about deadlines, actions, roles, responsibilities and limitations
- Working on a one to one with the person, co-creating personalised and outcome focussed plans/ideas in collaboration, ascertaining what is important for them, what changes they want to make, where they want to see themselves, and to support the realisation of these plans, acknowledging, balancing and managing emerging priorities in the Citizens life
- Inputting confidential and sensitive information gathered during the Foundation Social Advocacy meetings and as part of the Strengths and Needs Assessment on to a database checking language and accuracy with the person before forwarding to the Care Coordinator (as professional lead) to appraise, add to and then sign off. To have readiness/confidence to report back with clarity at professional and Multi-Disciplinary Team Meetings.
- To keep abreast of what's happening in the city by using social media, attending specialist networking events (for example Coventry Musicians Network) to source and build relationships with community architects/activists, industry experts and allied professionals and resources in order to broker firm solutions and sustainable outcomes.
- Facilitating time framed social brokerage activity with citizens. Social brokerage activity could include sector research, desk top research, support with direct payment applications, budgeting, cost benefits analysis, advocacy and/or representation and reduce dependency on specialist and/or commissioned services
- Mobilising and coordinating priority access to allied agencies that work within the *community of practice* for example Department of Work and Pensions, to develop a time -framed plan that sets outs actions, roles and responsibilities.
- To complete relevant administrative tasks and to maintain accurate records in accordance with departmental policy and procedure including making effective use of the Outcomes Database to track and proactively manage the service provided to and outcomes achieved by citizens and feed into audit and quality assurance
- Conducting speedy and concise risk assessments and responsive action plans based upon the foundation of relationship you have with the Citizen in the context of rapidly changing facts and circumstances
- Under direction of Unit Manager to support the development and sustainability of citywide programs, co-production initiatives and collective projects that build social capital, are entrepreneurial and strengthen individual and /or community capacity to be creative, innovative and resilient
- Engage proactively in supervision, performance management, participate in mandatory training and professional development programmes and contribute positively in staff meetings
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	A5635
<b>Knowledge</b>	
Good understanding issues relating to mental health and social inclusion and of 'recovery' within mental health and outcome focussed working	
Understanding of rights-based working and personalisation	
Understanding of the impact of social exclusion on wellbeing	
Aware of the legal frameworks that underpin and drive best practice: Human Rights Act (1998), Care Program Approach (2008)Care Act (2014), Mental Health Act (1983) amended (2007), Homeless Reduction Act (2017), Equality Act (2010), s.75 Local NHS Act (2006)	
Understanding of Safeguarding and the principle of positive risk taking	
A knowledge of Time Banking or other approaches that promote circular/social economises and regeneration	
<b>Skills and Abilities</b>	
Good organisational skills to manage conflicting priorities, working under pressure with agreed deadlines	
Good communication, questioning and negotiation skills, and the ability to accurately assimilate and document information	
Open, constructive and analytical approach to new ideas	
Inter-personal skills to include sensitivity, diplomacy, emotional intelligence and assertiveness with respect to citizens, staff and community partners	
To work in a way that engages, enthuses and inspires citizens promotes independence and improves access to mainstream resources	
To, enable, empower and inspire people and be solution and outcome focussed	
Ability to use IT systems, for example Care Director, and software effectively to assist in the monitoring of the service and evaluate service effectiveness	
To develop a dynamic relationship with the city and a rich mix of connections.	
To accurately record information using Microsoft Office applications	
Ability to work effectively with mainstream partners and mental health practitioners in order to achieve best outcomes for citizens	
Ability to optimise opportunity for collaboration and social activism	
Ability to chair operational multi-disciplinary meetings.	

Ability to conduct speedy risk assessments and responsive action plans in the context of rapidly changing facts and circumstances
<b>Experience</b>
Direct personal (lived) experience of mental ill health or professional experience of working with people who live with a diagnosis of mental ill health.
Having worked on a one to one basis with citizens to develop; progress or realise personal outcome or in an assessment situation
Working in collaboration with citizens to optimise choice, control and connectivity
Experience of team working, where the team represents a range of disciplines
Community Networking and working with a range of cross sector partners
<b>Qualifications</b>
Proven experience of being able to work at Level 3 or higher
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	September 2020	<b>Date Reviewed</b>	May 2023
---------------------	----------------	----------------------	----------