

Peer Advocate Job Description



Responsible To: Engagement & Participation Coordinator

Accountable To: SACMHF CEO, C4C & POhWER

Salary: £15 per hour up to 10 hours per week occasional additional hours may be needed

Contract: Fixed Term Contract until end of March 2025

Special Conditions

Unsocial hours may need to be worked which would include some weekends and evenings dependent on the needs of the service.

Nature of the Post

This is a new post working for a charity which delivers a range of culturally sensitive mental health services for predominantly but not exclusively Black African, Caribbean & Black dual heritage adults who have been discharged from local psychiatric units.

The role is part of a dynamic partnership between SACMHF, POhWER Advocacy, and Catalyst 4 Change to deliver a Culturally Appropriate Advocacy Service across the Birmingham and Solihull footprint. You will work as part of a team and be line managed by the Engagement and Participation Coordinator with whom you will work closely. In this role you will provide support to individuals with lived experience who have been recently discharged from local psychiatric units. As part of a wider team, you will

- Work with individuals who find it difficult to find and understand information, speak up and get their voice heard when important decisions are being made about their future.
- Help individuals increase their awareness of their rights to statutory advocacy services and/or advocacy support.
- Support individuals with non-complex issues.

Liaises With

All SACMHF staff

POhWER Staff

Catalyst 4 Change staff

Carers and individuals with lived experience

This is not an exhaustive list.

Main Duties & Responsibilities

1. Work with individuals referred to you by the programmes Independent Advocates or the Community Manager.
2. You will provide support to individuals and listen to their experiences and concerns.
3. You will be responsible for documenting all service user interventions on bespoke software called Case Manager.
4. You will participate in monthly team debrief sessions.
5. Support the team to promote the project to Black African and Caribbean communities and wider racialised communities.
6. Bring you lived experience, personal expertise, and local knowledge to support your role engaging with service users.
7. Work as part of a team contributing to achieving the team milestones and objectives.
8. Any other duties that fall within the parameters of the post.

The postholder will have an office base but will spend much time in the community, visiting local people and attending meetings and facilitating group-based forums. Frequent travel will be required in the local area of delivery.

General Responsibilities

1. To report any health and safety concerns/hazards the Chief Executive Officer. Completion of the accident report book for accidents and near misses. Ensure the safety and welfare of service users and staff by complying with Health and Safety regulations and adopting safe working practices.
2. To take part in handover meetings, team, strategic development days, internal and external quality audits and other meetings as required.
3. To participate in regular training and career development opportunities relevant to the post to hone existing skills and broaden knowledge and awareness.
4. To adhere to the SACMHF's BS EN ISO 9001: 2015 Quality Management System and aligned Policies and Procedures.
5. To participate fully in regular supervision and support sessions and annual appraisal meetings.
6. To contribute to the maintenance of good housekeeping within the centre being mindful of limiting any damage to the Foundation's property, fixtures, and fittings.

Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties, other than to those entitled to receive it.

Equal Opportunities

SACMHF currently adheres to an Equality and Diversity Policy. Staff are required to ensure that all policies and practices are in accordance with legislation and best practice.

Health & Safety at Work

Staff must ensure that they are familiar with and follow the requirements of legislation, policies, and codes of practice applicable to the workplace.

Job Description

This job description is not definitive and is a broad guide to your work. Changes in user demands may require changes to be made. This job description is subject to review during the annual appraisal during discussion with the post-holder. This job description does not form part of your contract of employment.

Hours of Work

Working times for full-time staff is 9.30 a.m. 5.00 p.m. Monday-Friday. This is a general rule. Your post may require you to work on weekends and during the evening. There is a daily 30-minute lunch break. If your lunch break is taken externally from the centre, it must be at a time convenient to the centre and the post-holder. The post-holder will be expected to work flexibly around the above stated times according to the demands of the Charities business.

Annual Leave Entitlement

You are entitled to 24 days annual leave per year. Part time staff will be worked out on a pro rata basis. You will be entitled to 8 approx. public bank holidays or pro rata where relevant.

Person Specification

Key skills & Attributes

Essential

- Lived experience of mental illness
- Ability to build effective working relationships with colleagues and community members, NHS staff & Partners.
- Experience of working with sensitive issues with diplomacy and compassion.
- Good knowledge and understanding of the experiences of people of African and Caribbean descent and the factors that influence their health and wellbeing outcomes.
- Good knowledge of approaches to successfully engage Black and racialised people who are underrepresented and experience disadvantage.
- Demonstrates team working and willingness to work with the aims and objectives as advised by senior personnel.
- Good understanding of race, equality, and the impact of institutional and systemic racism on individuals/communities; and a commitment to the social model of disability and anti-racist practice.
- Experience of using Microsoft packages to accurately to record and present information.
- Ability to remain enthusiastic, optimistic, and solution-focused in the face of adversity to deliver tangible results with minimal supervision.
- Willing to learn and undertake necessary training and development over the duration of the project.

Desirable

- Awareness of local services (e.g., public services, community led and 3rd sector/charitable services).

