Job title: Health Advocate

Reporting to: Direct Payment Employer

Location: Remote (Travel to York once per month)

# Hours of work: 7 hours per week

# Rate of pay: £15.00 per hour

# Job purpose:

To work with me to provide information, support and representation to assist me in any decision-making process affecting my care, treatment, legal status or other aspect of my daily life.

# About the employer:

I am a lady in my early 50’s. I have an interest in health and fitness. Particularly walking, gym, swimming, and cycling. I enjoy cooking and like to prepare fresh and healthy food.

In the past I have taken part in clay pigeon shooting and horse riding.

I also enjoy visiting places such as the clothes exchange in Leeds.

**About the role:**

I am looking for a health advocate to support me to navigate systems, follow through complaints and liaise with health professionals. I need someone who is able to get all the information I need and provide information, support and representation in order to assist me in any decision-making process affecting my care, treatment, legal status or other aspect of my life. It is important to me that the role is approached from an adaptable and flexible viewpoint. It is important that you can support and empower me through your work. You will be calm and encouraging with the ability to read situations where I may be feeling overwhelmed. You will be able to break down tasks into small simple instructions. Most of this role can be done remotely via zoom/telephone/e-mail but will require occasional travel to York.

# Main duties:

These duties will vary:

**Duties**

* Help me make appointments and prepare for them.
* Accompany me to appointments.
* Help me understand information I have been given.
* Help me challenge decisions about my care.
* Help me stand up for my rights.
* Help me manage my healthcare budgets/assessments.
* Help me register complaints with the health and social care system.
* Support me to express my wishes and feelings, where possible I will give clear instruction to you as my advocate.
* Research solutions and provide concise and clear information to enable me to make informed decisions.
* Agree action plans with me.
* Implementing the agreed action plan including liaising with relevant agencies.
* Assist me to understand and exercise my rights to appeal under relevant legislation.
* Correspond, in writing or by phone, on my behalf with relevant agencies and professionals.
* Making phone calls on my behalf.
* Challenge decision makers and make referrals to solicitors where appropriate.
* Be able to communicate effectively with someone who is neurodiverse.
* Communicating professionally, verbally and in the written form, with people on all levels including health care professionals, managers and other relevant professionals.
* Create and maintain comprehensive records of complaints and other actions undertaken using IT.
* Provide verbal and written reports to professionals where this is required.
* Chase up complaints and relevant professionals as required.
* You will be required to undertake learning and development to keep up to date with legislation and case law.
* Support with opening post and taking any action needed with letters.

# Type of person that I am looking for:

**Values:**

* Honest
* Reliable
* Non-judgemental
* Ability to build good relationships based on trust and respect
* Flexible and adaptable
* Positive
* Willingness to travel
* Understands equality and diversity
* Ability to maintain confidentiality

**Specific requirements**

**Essential**

* Experience working in Advocacy or care setting
* Experience of liaising and negotiating with health care professionals.
* An understanding of how autism affects girls/women or a willingness to learn
* Good communicator
* Understanding of discrimination and its effects
* Evidence of training and learning
* To be able to commute to York once per month
* Ability to work flexibly to meet demands of the role
* Ability to work independently on own initiative and prioritise workload
* Understanding of the specific role purpose and responsibilities of an advocate
* Equality and diversity
* Excellent listening, verbal, written and presentation communication skills
* Be able to work on own initiative, plan and manage the workload and keep records to required standards
* To work in partnership in multi professional and multi-agency settings
* Working flexibly and being able to adapt to changing needs and
* To use a computer including word, excel, internet and e-mail systems
* Undertake analysis and research to support the formulation of action plans to meet my needs
* To represent me when necessary and where appropriate challenge decision makers
* To always support and empower me