



## Complaints Procedure Advocate

### Job Description

<b>JOB TITLE</b>	Advocate CPA
<b>PERIOD OF WORK:</b>	FTC 1 year
<b>SALARY:</b>	NJC 15 - 22 (£25,878 - £29,439 pro rata)
<b>HOURS OF WORK:</b>	18.5 hours/week Occasional evening and weekend work may be required
<b>PLACE OF WORK:</b>	TCF, The Vassall Centre, Gill Avenue, Bristol BS16 2QQ and home working
<b>RESPONSIBLE TO:</b>	The Advocacy People Supervising Advocate and TCF Director of Operations

#### Aims of the Post:

Provide a Complaints Procedure Advocacy (CPA) service to residents of Bristol  
Delivering direct advocacy casework to clients around:

- Social Care complaints
- NHS Complaints

#### Specific tasks:

##### Direct advocacy casework

1. Provide an accessible service to clients, paying due attention to potential needs identified in the Equalities Act, and any other identified barriers.
2. Provide clear and accurate information about relevant laws, processes and other individual rights.
3. Liaise respectfully with related health and social care professionals, service user family members and friends with due consideration for service user consent.

4. Write clear and accurate letters, forms and reports as part of the case work. Some reports will need to be compliant with legal and local authority guidance.
5. Attend relevant casework, or related meetings, in a punctual and professional manner.
6. Respond to telephone enquiries from existing and potential clients and from referral agencies.
7. Co-operate with other team members to take on new cases and maintain an organised caseload.
8. Maintain up to date case work notes on the casework management system; collect and collate relevant data in accordance with the Data Protection Act.
9. Identify any operational risks and comply with risk management procedures.

**Other tasks:**

1. Adhere to TCF's model of advocacy, and work between the boundaries of statutory processes and Advocacy best practice.
2. Undertake and complete vocational training required for the post.
3. Keep up to date with relevant legislation, policies and initiatives.

**General tasks:**

1. Act at all times as a positive and proactive ambassador for TCF and all its services.
2. Work within and demonstrate a strong commitment to the aims and objectives, key values, anti-discriminatory and equal opportunities framework, and other policies of TCF.
3. Work within the wider staff team of TCF, attend staff meetings and participate in training opportunities appropriate to the post.
4. Be motivated and flexible and use your organisational skills to plan your own workload within the priorities and goals set by your manager.
5. Be aware of priorities in own work and those of the wider organisation in order to be flexible to meet the overall needs of the organisation.

6. This job description is an outline of the main duties of your post, and you may be asked to undertake other work consistent with your role.
7. Travel as required in connection with this post. We are positive about cycling and more sustainable modes of transport.

Successful applicants will be required to complete an enhanced DBS (disclosure) application form.