



Job title: Hospital Advocate

Reporting to: Senior Advocate/Trustees

Location: WFH with frequent visits to Hospitals (travel expenses covered)

Hours: 15 - 25 per week, worked flexibly, depending on service needs, throughout the week.

Contract Type: Permanent – part-time.

Salary: £25,000 - £28,000 pro rata per annum, depending on experience.

Closing date for applications: Monday, 31st March 2025.

About Advocacy First: Advocacy First is an independent charity, based in the London Borough of Bromley. We have been providing free, confidential, and independent advocacy services since 1998. We are a small and reputable charity with a passionate and supportive team that make a big impact.

About the role:

To provide non-statutory, instructed, advocacy to inpatients who need to make decisions about their treatment, future care needs and where and how they live when they leave hospital.

To assist and support inpatients to navigate the discharge process ensuring that their needs, preferences, and rights are communicated and respected throughout.

To ensure inpatients transition from hospital back to the community, and have access to appropriate post-discharge care, whilst at all times respecting their wishes, and advocating for their rights to achieve a safe, successful and timely discharge from hospital.

Key Responsibilities:

Assisting clients to be aware of their rights and exploring options so that they can make informed decisions about their own lives.

Empowering clients to make their own decisions and ensure that they understand any decisions made regarding their discharge and aftercare.

Advocate for a discharge plan that reflects the client's wishes, ensuring that any risks are identified and addressed (e.g., safeguarding issues, lack of family support, or potential health risks).

Enabling clients to self-advocate and where appropriate, representing and speaking up on their behalf.

Communicating, and liaising with hospital staff, including doctors, nurses, social workers, and discharge teams, to ensure that the clients' needs are clearly understood and addressed.

Identify and refer clients to relevant community-based services and support.

Work with hospital staff to address any potential barriers to discharge, ensuring clients are not delayed unnecessarily due to a lack of support or resources.

Where necessary, support the clients post-discharge, by following up, to ensure that they are receiving appropriate care and support.

Person Specification:

Essential skills and/or experience:

Effective listening and communications skills, with the ability to explain complex information in an understandable way.

Experience in advocacy, negotiation and research.

Empathy and a non-judgmental approach to working with clients.

Ability to remain calm and focused in potentially stressful or difficult situations.

Problem-solving skills and the ability to think critically in challenging circumstances. The ability to challenge decisions and work collaboratively with a variety of stakeholders.

Being adaptable and working flexibly to ensure that client and service needs are met.

Experience of maintaining detailed, and timely, case records and managing and prioritising own case load.

Good understanding of confidentiality, safeguarding procedures, and data protection regulations.

Confident IT skills – Microsoft packages and case recording systems.

Desirable:

Previous advocacy experience would be an advantage but is not essential as role specific training will be provided.

Understanding of good practice in independent advocacy.

Understanding of the care, support and discharge process within hospitals.

Knowledge of statutory and non-statutory services, and support options available to clients as inpatients, and post-discharge.

Previous experience of working in a social care and/or hospital setting.

Experience working with vulnerable individuals, in particular, familiarity with supporting individuals during times of transition or crisis is highly beneficial.

A valid DBS check is necessary due to the nature of the role. If you do not have a current DBS, we will assist with the application process.

Full clean drivers' licence with access to own vehicle is not essential but would be beneficial.

How to apply: Please send your CV and a brief supporting statement explaining why you are interested in this role and how you meet the required skills and experience. Please address to Steve Shooman at stephen@advocacyfirst.org.uk

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