

***Striving to be an Equal Opportunities Employer and committed to diversity and inclusion in the workplace***

**JOB DESCRIPTION**

TITLE OF POST	<b>Advocacy and Outreach Officer (Part – time)</b>	GRADE	<b>Scale: £29,543 - £30.615 pa incl. LW pro rata</b>
HOURS OF WORK P.W.	21 hours per week	ELIGIBLE FOR JOB SHARE	No
ANNUAL LEAVE	Calculated based on 26 days per year plus Bank Holidays		
PENSION	Contributory Pension Scheme: Employee – 5%, Employer – 5%		
RESPONSIBLE TO	Day Services Manager		
RESPONSIBLE FOR	N/A		

**Hackney Caribbean Elderly Organisation**

At Hackney Caribbean Elderly Organisation (HCEO) we create opportunities for primarily, African Caribbean Elderly people, to explore, discover and celebrate who they are.

At the heart of our service provision is our long-standing lunch club.

We offer events, activities and information including movement, exercise, arts and crafts, music therapy and signposting to other services that enable older people live well and maintain their independence.

At HCEO, we thrive to support older people to maintain good health and independence by: -

1. Maintaining dignity and respect for the individual elders' choice and 'voice'
2. By listening to what older people tell us matters to them
3. By listening to the older person's family, carers and those most involved in their care, to understand how we can all work together to improve the wellbeing of every older person we are in touch with
4. Ensuring older people's wellbeing priorities are at the heart of every action and approach we take
5. Making sure older people drive our partnership approach, and how we work with health and social care providers to achieve the best outcomes for each individual.

6. Working together with people and organisations to build closer and stronger communities whereby older people feel that they belong and are supported according to their individual need
7. Ensuring that advice, care, intervention and support is timely, appropriate, person - centred and outcome-focused

## **Purpose of the job**

The new Advocacy Service will provide information, advice and guidance to older people, their families and their carers.

Information, advice and guidance will be provided through a variety of channels such as but not limited to telephone, face to face and electronically.

We are looking to recruit an excellent communicator, experienced in managing caseloads who will be responsible for supporting older people to achieve better wellbeing outcomes by advocating on their behalf to:

- Increase their resilience
- Increase their access to quality information
- Reduce social isolation and loneliness
- Resolve financial, housing and social care issues
- Improve access and take-up of health and social care services
- Achieve better wellbeing outcomes
- Maintain their independence
- Increasing their ability to take part in activities and events that give them an improved sense of wellbeing

The Advocacy and Outreach Post is funded by the National Lottery Community Fund.

## **Main duties and responsibilities**

- To develop the new Advocacy service in such a way as to support access to it by older people.
- To deliver the Advocacy Service for older people via telephone, email, digital means and face-to-face.
- To deliver the Advocacy Service in partnership with all those most involved in the support and care of an older person, via telephone, email, digital means and face-to-face.

- To support older people and individuals caring for them, to access advice and advocacy via online platforms
- To manage the Advocacy Service, including outreach work, ensuring older people are given prompt, accurate, confidential, relevant and complete responses
- Working with the older person, voluntary, community and voluntary sector health and social care providers, to deal with a diversity of cases, including welfare benefits, disability benefits, housing, employment, family issues and debt.
- To develop productive working relationships with other agencies providing advice for older people and in particular African Caribbean elders.
- To provide person-centred advice and advocacy via various modes of service delivery.
- The provision of pre-determined reporting as directed by the Senior Manager
- Working as part of the HCEO team to resolve issues, in the best interests of the older person.
- Ensuring confidentiality and data protection are observed at all times
- Working within and adhering to the organisation's Equality and Diversity policy
- Working within and adhering to the organisation's Health and Safety policy
- Provide reports to and liaise with funders as required and hosting visits if necessary
- Take a lead role in group Advocacy sessions and collate outcome information
- Ensuring the project is represented at relevant internal and external meetings