



Working Context

Matrix Service Development & Training Ltd is a not for profit company limited by guarantee. Matrix's Head Office is based in Hampshire. Employees are located in different areas around the south east of England, primarily Surrey and Berkshire, keeping in close professional contact via the internet and through regular staff meeting and formal supervision.

Services –Matrix directly provides services such as the Matrix Advocacy Service; a project based in West Surrey. This independent service provides advocacy support to client groups such as adults with mental health problems, Drug Issues, and elderly with mental health problems in in-patient and community contexts. This contract includes the provision of the Independent Mental Health Advocacy (IMHA) Service. The organisation also operates an Independent Mental Capacity Advocacy (IMCA) Service in Berkshire, and a Paid representative Service for those people subject to the Deprivation of Liberty Safeguards (DoLS).

The IMCA will work closely with the Senior IMCA and a part-time post holder to provide a seamless IMCA service as required in Berkshire. The postholder will be expected to attend staff meetings at Chertsey, Surrey, (frequency to be agreed) and contribute to the IMCA team and larger advocacy team by being based at Chertsey at least one day per fortnight (availability permitting). Matrix will provide mobile broadband, notebook and mobile telephone so that the IMCA can work from any location (including at home by agreement). The IMCA will be expected to handle referrals on a rota basis. As a statutory service, we are expected to provide an IMCA service five days per week (except public holidays) and as such the expectation is that the hours will be spread across two or three days, preferably Wednesday to Friday.

The current IMCA contract expires March 2011, and as such the initial contract will be for (up to) one year only.



Ideally the successful candidate will already achieved the City & Guilds IMCA core Unit- if not some flexibility in attending the 4 day training and subsequent portfolio work may be required as all IMCAs must attend this training prior to advocacy practice.

The next available dates in London are 28th/29th April and 5th/6th May (both Wednesday and Thursday) and as such the successful candidate must make themselves available for these dates (if not already qualified).

Depending on experience and aptitude, the successful candidate may be offered the opportunity to also achieve the Deprivation of Liberty Safeguards (DoLS) Specialist City & Guilds Unit.

It is the hope that the IMCA will be able to commence employment in early April 2010.

Matrix Service Development and Training LTD

JOB DESCRIPTION

TITLE	Independent Mental Capacity Advocate
BASED AT	Various Locations in Berkshire
GRADE:	NJC 29 (£24,646) pro rata (Full time post is 37.5 hours)
REPORTING TO:	Director of Matrix SDT
SERVICE CONDITIONS:	15h p/w 25 days holidays per annum pro rata Plus public holidays (pro rata)

MINIMUM NOTICE: One Month

POST OBJECTIVE:

To provide advocacy for Matrix Independent Mental Capacity Advocacy (IMCA) Service to people who lack mental capacity and fall within the criteria of the Mental Capacity Act 2005, as interpreted by Matrix in agreement with local service commissioners.

Main Tasks

1. To work in accordance with Matrix's model of non instructed advocacy, providing a non-instructed advocacy service to people who lack mental capacity to make decisions about health and social care, who are deemed to have no one appropriate to consult.
2. To maintain records and data for the service
3. Develop and maintain networks among statutory and voluntary sector agencies
4. Have commitment to Matrix, its ethos and principles of independent advocacy.



Key duties

- 1.1 To accept and record referrals to the service according to agreed local protocol, normally relating to change of accommodation issues, serious medical treatment, care reviews or safeguarding adults.
 - 1.2 Liaise with referrers on the telephone and correspond with them through letter, email etc.
 - 1.3 To meet with clients, decision makers, health care staff, inform carers, neighbours in any setting related to the client's life, and related to the referred issues as required.
 - 1.4 Undertake the process of IMCA ensuring that service providers have assessed capacity appropriately, that the 'best interest' check list has been followed as required in accordance with the code of practice.
 - 1.5 To act on behalf of clients as is consistent with good practice and the law.
To assess all relevant information as required in the code of practice.
 - 1.6 To communicate with the decision maker and others involved in the referral.
 - 1.7 Ensure clients communication needs have been properly assessed, and where possible communicate with the client as to ascertain views and wishes.
 - 1.8 Agree with line manager annual objectives, and ensure achievement of objectives and performance measures.
 - 1.9 Ensure completion of tasks to a high standard and in a timely fashion.
 - 1.10 To contribute to providing a client focused service throughout the area in accordance with the requirements agreed with the IMCA service Commissioners and the MCA code of practice.
 - 1.11 To contribute to ensuring the diverse needs and wishes of all clients are met including all conditions, disabilities and impairments, people whose first language is not English and people who communicate non-verbally.
 - 1.12 To attend DoH commissioned training. Keep up to date with developments related to the MCA.
 - 1.13 To act as the duty advocate on a rota basis.
 - 1.14 Offer flexibility to the service, providing cover for other IMCA's as and when necessary
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- 2.1 Using IT skills and systems, maintain computer based records detailing client records and appointments. To keep DoH advocacy database up to date ensuring all required information is recorded.
 - 2.2 Ensure adherence to operational policies for the delivery of services to maintain service equality.
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- 3.1 To contribute to ensuring the promotion of IMCA among staff working in health and social care services, service users and carers.
 - 3.2 Work alongside other IMCA's employed by Matrix ensuring a seamless service throughout Berkshire
 - 3.3 Contribute to, and participate in, team meetings, including planning meetings aimed at promoting and developing the service. (Meetings currently held in Chertsey, Surrey)
 - 3.4 Develop and nurture relationships across all relevant organisations.
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- 4.1 Actively support Matrix, its values, ethos and principals.
 - 4.2 Work to equal opportunities and non discriminatory practices



- 4.3 Be committed to own personal development, contributing fully to regular supervision meetings, annual appraisals and regular attendance at Matrix team meetings
- 4.4 To undertake training courses as required.
- 4.5 To provide a community based service by being able to travel within a wide geographic location

GENERAL:

- 5. To report to and attend relevant Matrix SDT meetings.
- 6. To establish and maintain a database system, client satisfaction questionnaires and other appropriate information for the purposes of monitoring casework, general issues and any other relevant matters.
- 7. To publicise the project within the borough and in the local user and provider networks.
- 8. To encourage and foster good relationships between all hospital based staff and patients.
- 9. Any other duties relevant to the general objective or efficient running of IMCA services in Berkshire.
- 10. To contribute to regular reports on the progress of the scheme.
- 11. To raise awareness amongst all staff of the value of advocacy/ user empowerment.
- 12. To foster and monitor user rights, controls and empowerment within Matrix's practice.

The postholder shall be committed to Matrix SDT's equal opportunities policy and shall agree to adhere to its aims and objectives.



Matrix Service Development and Training

PERSON SPECIFICATION

Independent Mental Capacity Advocate (IMCA)

ESSENTIAL CRITERIA

1. Possess working experience in mental health, social care or voluntary Setting
2. Experience of working with people with limited communication and/or those who lack capacity.
3. Have knowledge of the issues concerning psychiatric in-patients.
4. Demonstrate a clear understanding of the relationships between psychiatric in-patients, the NHS Trust, Social Services and other bodies
5. Understanding of issues of social equality, advocacy and empowerment.
6. Ability to empower people to participate in decisions
7. Ability to write clear reports, make written complaints and communicate effectively on behalf of a client.
8. Ability to work through a range of options and issues related to change of accommodation, serious medical treatment, safeguarding adults or care reviews.
9. Possess basic keyboard skills, have the ability to use a word processor and be able to set up a database for statistical purposes.
10. Have an ability to work alone and be self directing.
11. Possess the skills necessary to prioritise & manage work effectively.
12. Be able to undertake all administrative tasks as necessary including contributing to reports for the funding bodies and other monitoring information.
13. Have an understanding of the professional limitations and boundaries.
14. Have knowledge of mental health issues as they relate to a multicultural client group.

15. Be able to respect confidentiality at all times.
16. Be able to work under pressure.
17. Be committed to Matrix's equal opportunities policy.
18. Be Educated to A Level standard, and have a GCSE grade C or above in English
19. To hold a current UK driving license and have access to or use of a car for work related purposes.

DESIRABLE

1. Possess knowledge of local resources.
2. Experience of work in an advocacy setting
3. Experience of non-instructed advocacy
4. Experience of advocacy training.
5. Sound understanding of the Mental Capacity Act 2005, IMCA and different approaches to non-instructive advocacy.
6. Have knowledge of the Mental Health Act 1983.
7. Be Educated to Degree level.
8. Possess non-verbal communication skills
9. Achieved IMCA core module City & Guilds Qualification.