

Deputy Manager/Peer Advocacy Practitioner

B3 Brent

37.5hrs per week

Permanent

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B3 is the Brent Service User Council and their main aims are:

- Raise awareness of drug and alcohol issues through information and education.
- Provide a voice and support for service users.
- Improve services in Brent through community feedback, partnership work, training and service user involvement.
- To provide a weekend service for service users.

The Deputy Manager/Peer Advocacy worker will work with B3 staff and service users as well as New Beginnings and the wider Brent community, to offer practical and emotional support through either their own lived experience or accumulated skills.

The Deputy Manager/Peer Advocacy Practitioner will have a good understanding of how this service user group have experienced services in the past and therefore will be able to empower them to engage with B3 and other services and where appropriate to advocate for them when needed.

The Deputy Manager/Peer Advocacy Practitioner will have a personalised, empathic, compassionate and non-judgemental approach. The key components of the role are to:

- Assist and guide service users through meetings and groups.
- Support those accessing B3 to share their views, wishes and feelings.
- To help service users to understand their rights and support them to engage with other services that will improve their quality of life.
- To help service users to develop recovery strategies and other activities.
- Support B3 service users with developing their networks to enhance confidence and help build recovery capital.
- To support the weekend B Safe sessions and to attend as and when required.

Advocacy and Engagement

- To meet with B3 members regularly and to assist them with a range of personal goals.
- To support service users in arranging appointments and to accompany them to meetings and other commitments as requested.
- To help service users access community groups and networks and other activities that maximise opportunities for recovery, training and development of social interaction.
- To build a relationship of trust with B3 members and to help empower them in expressing their views and ideas.
- To ensure that where record keeping is required it is done in a timely and professional manner.

- To champion and strengthen service user involvement and co-production within B3.
- To support the development of external partnerships.

Safeguarding and Teamwork

- To support service users with making safeguarding disclosures and to seek the best outcomes for those at risk and all others involved.
- To fulfil all duties and responsibilities in relation to safeguarding children and vulnerable adults and to identify risks and take appropriate action in accordance with B3 policies.
- To develop and maintain effective working relationships with treatment and criminal justice agencies.
- To continually develop and embed successful service user involvement across B3.
- To deputise in the absence of the Service Manager to ensure the smooth running of B3.

General Accountabilities

- As Deputy Manager/Peer Advocacy Practitioner, to act as a role model for all B3 staff and service users.
- To participate positively in staff and other meetings and to promote constructive communication within B3.
- To comply with B3's policies and procedures.
- To comply with all health and safety policies and guidelines, taking responsibility for your own safety and that of your colleagues as is applicable.
- To treat all information acquired as a result of your employment with B3 as confidential, in line with B3 policies.
- As part of B3 service users 'lived experience', to manage all self-disclosure professionally and with sensitivity.

B3 Values and Professional Behaviours

- To behave in a professional manner in relationships with all staff, service users and other stakeholders.
- To be the face of B3 at events and activities as required.
- To treat all information acquired as a result of your employment with B3 as confidential, only, with the exception of risk and safety. All service user risks to be shared with your line manager and where appropriate external agencies.
- Where the post holder has lived experience, disclosures are to be made in line with professional boundaries and other B3 policies and procedures .
- To attend regular supervision with your line manager.
- To arrange annual leave and other absences with your line managers approval.

B3's Commitment To You

- **Equal Opportunities:** B3 is committed to promoting anti-discriminatory practices and as an organisation, in the promotion of its services within the wider community. B3 expects all employees to understand and comply with its equal opportunities policies and to challenge discrimination and prejudice. To undertake appropriate training in anti-discrimination and equal opportunities.
- **Recovery:** B3 is a recovery focussed organisation, run by service users for people with lived experience of drug and alcohol use. B3 is committed to supporting service users to help improve their health and wellbeing.
- **Career Development and Progression:** One of the aims of B3 is to give opportunities to service users who may wish to move into paid work. There are a number of staff roles that may become available when people decide to move on to other work. B3 welcome applications from B3 service users when roles become vacant.
- **Safeguarding:** B3 recognises the importance of safeguarding children and vulnerable adults. The organisation is committed to ensuring that training is available to all staff and that everyone in B3 understands their personal responsibility to report any concerns about safeguarding issues.

Your Commitment To B3

- **B3 Vision, Mission and Values:** To promote and understand the values, vision and mission of B3. To fully understand what this means to you in your respective role and to B3 as an organisation.
- **Vulnerable Children and Adults:** To demonstrate an understanding of and a commitment to best safeguarding practice and to take immediate and appropriate action as required. To report concerns immediately to your line manager.
- **Boundaries and Behaviours:** To observe professional integrity in relationships with other staff and service users. As an ambassador of B3 to conduct yourself in a professional manner with all partner agencies and the wider public.
- **Health and Safety:** To be responsible for your personal health and safety and that of your colleagues and service users. Employees must co-operate with management and follow established systems of work, using protective equipment where necessary and report defects and hazards to management. All staff must acquaint themselves with and follow, the relevant B3 policies and procedures.
- **Confidentiality:** Personal disclosure is a part of working with people who have had lived experience. Where information is shared with staff it is to be treated as confidential and is not to be shared with other service users. As part of a staff team, information may need to be shared with management and colleagues to maintain safety and look after individuals' wellbeing. In the instance of a safeguarding concern, confidentiality can be broken.

- **Information Governance:** Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about service users, staff and members of the public.
- **Continuous Professional and Personal Development:** To seek learning opportunities either internally or externally, as appropriate. To use training events, online training opportunities or other forums to broaden your knowledge and skills and develop the personal qualities required in professional life.

Person Specification

Essential and Desirable requirements (E&D) for the role and assessing and testing the necessary level of competence required for this role, either via the application form (A), interview (I) and/or exercises (E).

| 1. | Education, Knowledge and Experience. | | |
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| 1.1 | NVQ Level 3 in Health and Social Care or equivalent. | D | A/I |
| 1.2 | Knowledge of substance misuse and/or experience of working with service users. | E | A/I |
| 1.3 | Experience of empowering or advocating on behalf of this service user group. | D | A/I |
| 1.4 | Knowledge and experience of working with service users/Peer Mentors or people in recovery to help develop services. | E | A/I |
| 1.5 | Ability to organise work time in such a way as to complete tasks on time. | E | A/I |
| 1.6 | An understanding of harm reduction approaches and their application across a variety of substances. | D | A/I |
| 1.7 | An understanding of risk and how to respond to issues raised in relation to service users. | E | A/I |
| 1.8 | An understanding of the requirements of Data Protection and other related legislation and an understanding of the obligations on organisations regarding managing and sharing service user information. | E | A/I |

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| 2. | Abilities and Skills | | |
| 2.1 | Excellent written and verbal communication skills | E | A/I |
| 2.2 | Good time keeping and other time management skills. Ability to work on own initiative and to manage competing priorities. | E | A/I |
| 2.3 | A strong commitment to working flexibly, including working some weekends at B Safe. | E | A/I |
| 2.4 | Ability to be a team player as well as being able to work on own initiative. | E | A/I |
| 2.5 | To have a competent level of IT skills. To undertake whatever training is necessary to improve IT ability. | D | A/I |

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| 3. | Working Within B3's Framework Of Commitments | | |
| 3.1 | A commitment to engaging with, understanding and promoting B3's values, vision and mission. | E | A/I |
| 3.2 | An understanding of and commitment to safeguarding best practice. | E | A/I |
| 3.3 | To take responsibility for your own health, safety and wellbeing as well as colleagues and service users. | E | A/I |
| 3.4 | To demonstrate an understanding of information governance processes and a commitment to applying all necessary safeguards. | D | A/I |

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| 4. | Equality, Diversity, Vision and Values | | |
| 4.1 | Commitment to equal opportunities and can demonstrate a willingness to embrace diversity and equality. | E | A/I |
| 4.2 | Experience of working with people from a range of social, cultural and ethnic backgrounds. | E | A/I |
| 5. | Circumstances | | |
| 5.1 | Able to travel as required for the role and attend meetings and other activities outside office hours. | E | A/I |
| 5.2 | To have a flexible approach to work, including working some weekends for Bsafe. | E | A/I |