



Job Description

Job Title: Advocacy Support Officer (Right Support: Right Time)
Reports To: Senior Advocacy Support Officer (Right Support: Right Time)
Department: Housing Department, Belfast Office
Rate Of Pay: Pts 14- 16 (£28,624 - £29,572)
Date: January 2025

Role Purpose: To work on the Right Support, Right Time project to promote positive mental wellbeing, increase resilience and prevent the deterioration of existing mental and emotional distress in people, families, and communities. To deliver the right support and develop appropriate networks of support in their local community.

General Duties

- Provide one to one advocacy support to individuals with mild/moderate mental health needs, empowering them to resolve their issues, have their voices heard and their rights safeguarded.
- To encourage, facilitate and deliver self-help solutions, enabling individuals to better understand and manage their mental health through prevention and early intervention
- Organise and encourage individuals to participate in physical wellbeing programmes
- Participate in and facilitate reflective practice groups
- Use the single Client Management System for recording and showing a range of suitable referral pathways for vulnerable individuals
- To work closely with Housing Officers and Property Services Officers to support them in their role of helping individuals to sustain their tenancies
- Manage caseloads and prioritise workload as required
- Share good practice and mental health knowledge with existing staff
- Assess the support needs of individuals who are referred to the Advocacy Support Officer (Right Support: Right Time) – including liaising with referral organisations and speaking with prospective individuals
- Work with partners to deliver a unique suite of holistic, person-centred mental health services
- Assist with the development, implementation, and review of success plans for individuals
- Support individuals to help address their support needs
- Prepare and support individuals who have just moved into their new home
- Provide practical assistance to new individuals with poor mental health
- Provide basic financial advice to individuals and help individuals access other Apex services
- Advocating on behalf of individuals with debt collection agencies, family support services and other organisations
- Support individuals to access drug or alcohol services





- Meet and support individuals regularly at a mutually agreed time, ensuring that the time and location of the meetings are appropriate to the client's needs
- Support individuals to achieve independence and, where appropriate, provide life - skills training or supporting individuals to attend existing services
- Providing information to assist individuals in gaining access to local services/resources
- Providing emotional support to individuals
- Liaising closely with other agencies to co-ordinate support packages for individuals and where necessary make referrals to specialist support agencies.
- Liaise closely and build relationships with other partners in the Right Support, Right Time project
- Supporting individuals with attending appointments and support services
- Supporting individuals to reduce social isolation, arrange activities to promote a sense of community.
- To ensure that support packages are implemented and remain consistent with the individual's needs.
- Coordinate and attend review meetings and case conferences as required.
- Plan and deliver group sessions and programmes within communities
- Report any concerns regarding abuse to your Line Manager and the Social Services Adult Protection Team.
- To provide regular reports to the line manager, Senior Housing Officers & Quality Improvement Manager as appropriate.
- To liaise with other voluntary and statutory agencies as necessary.
- To be aware of legislation and national policies as they affect individuals, particularly in the areas of housing, welfare rights and community care.
- To assist with the development and expansion of the Advocacy Support Service.
- To assist with the marketing and promotion of the Right Support, Right Time project and utilise a range of platforms to ensure accessibility and equality of access to the service
- To review and update policies as necessary.
- To uphold the confidentiality of the client.
- Facilitate and participate in team meetings
- Assist with the marketing and promotion of Right Support: Right Time and utilise the platforms to ensure accessibility and equality of access to the service, including drop-in clinics, live web chats, email and phone referrals.
- Develop and maintain collegiate working relationships with other Right Support: Right Time colleagues and partner organisations

Record Keeping/ Reporting

- To keep casework records in order to monitor the scheme's efficiency and effectiveness.
- To carry out all necessary administration in relation to casework.
- Work alongside the Right Support: Right Time Coordinator in ensuring timely and accurate reporting and record keeping.

Confidentiality

- To ensure compliance with Data Protection legislation, policies and procedures in relation to the release of information.
- To implement the Associations policies, procedures, codes and initiatives with regard to customer care and health and safety.



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- To provide the highest quality of service incorporating the principles of Continuous Improvement, working to continually improve standards promoting the Association to its customers and contacts.
- To respect the confidentiality of all information received as a result of the post-holders duties.
- To attend meetings and training at both Head Office in L/Derry other venues as and when required
To undertake any other duties that may be deemed necessary by the Chief

Miscellaneous

- Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work
- Attend relevant and essential training as required by the project
- No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.

RIGHT SUPPORT: RIGHT TIME is supported by PEACEPLUS, a programme managed by the Special EU Programmes Body (SEUPB).

