



Job Description

Involve - Dynamic Support Advocate – Dynamic Support Service

Hours of work: 37.5 hours a week

Contract - Permanent

Annual Leave: 30 days plus bank holidays FTE

Salary: up to £26,608 per annum FTE

Employed by: Involve Kent

Responsible to: Dynamic Support Advocate Team Lead

Based: Working from home – travel throughout Kent and Medway required

Purpose of the job

The Dynamic Support Advocate Service brings to life the commitment in the NHS Improvement Long Term Plan to provide designated key worker support for each child and young person (CYP) with learning disability, autism, or both.

This role provides a dedicated person to listen to the family instilling confidence that their child’s needs are being considered, coordinated, and well-managed. Dynamic Support Advocate will act as a conduit between families and professionals.

A Dynamic Support Advocate is skilled with the ability to bring the parents/carers or child’s viewpoint into every care discussion, either from their own personal experience or on behalf of the family they are representing. Dynamic Support Advocates backgrounds vary and may include:

- Someone with personal experience of living with a condition (and by extension using relevant services)
- Someone with personal experience of caring for someone as above

The Dynamic Support Advocate team access a virtual hub of professional support, building close working relationships with the Learning Disability and Autism (LDA) Practice Consultants, Behaviour Analysts and Technicians, Occupation Therapist as well as linking with a range of professionals in social services, health, education, and local support networks. The role will integrate with Involve’s existing Children’s Services to support networking and improve communication to increasing community resilience and support around the CYP and their family.

Key tasks and responsibilities

- Proactively manage your own health, wellbeing, and resilience as a positive role model to Children, Young People (CYP) and their families/carers and to ensure you can provide consistent quality support.
- Work to Involve Kent’s safeguarding policy and procedures and take appropriate actions to ensure adults or children at risk of abuse are safeguarded appropriately. Discuss CYP related concerns and be supported to follow appropriate safeguarding procedures (e.g. abuse, domestic violence and support with mental health) with management.
- To establish trusted and open communication with CYP and their family/carer to be able to understand their journey and effectively support and empower them to navigate the system during times of crisis.
- Work with the CYP and their family/carers to develop a personalised support plan.
- Develop and maintain effective, positive working relationships with CYP and parents/carers.
- Work confidently with multiple agencies/services to ensure the needs of CYP/family/carers are responded to appropriately.
- Hold to account services that fail to deliver agreed care packages to children and young people with learning disability/autism or both.
- Identify existing gaps in local and regional service provision.
- Represent the CYP and their family/carers, advocate in meetings to discuss the provision of care for CYP
- Act as the link between family and health, education, and social care providers
- Support families emotionally and practically, helping them access resources in the community to support themselves and their child.
- Include parents as equal players in planning care and through considering options and choices in the treatment of their child.
- Where appropriate, co-ordinate and ensure intervention is implemented to prevent (re)admission to in-patient unit.
- Attending regular meetings - virtual and/or in person and at varied times as required to enable feedback on key issues to both professionals and parent/carers.
- Listen to parents/carers and CYP’s concerns and issues, raising those important to them, with their consent, within the professional network meetings.
- Ensure CYP/family are stable and the right support systems are in place before commencing step aside from the Dynamic Support Service.
- Work with other Dynamic Support Advocates as a team, sharing best practice; supporting and covering each other’s caseload as required.
- Keep effective contact records, submitting reports in a timely manner with key issues raised.
- Participate in all relevant training that supports the role.
- Engage in clinical one to one and group supervision meetings.
- Have a sound and up-to-date knowledge of national and local health and social care systems and of available local services to be able to signpost CYP and their families to access services or manage their own care (e.g. personal budgets)
- Contribute to multi-professional meetings and case reviews, producing reports as necessary.
- Understand the legal; ethical and regulatory principles of the NHS and know personal boundaries and when to seek help.
- Respond appropriately in emergency situations.

- Self-aware and demonstrate resilience in the face of challenging situations.
- Report any incidents that might compromise health and safety for self; other staff or CYP and their families/carers.
- Alert Dynamic Support Advocate Team Manager on themes or challenges being experienced as adverse to LDA CYP and families/carers.
- Monitor performance of the service and organisation within the scope of own work and ensure those standards are met.
- Undertake developmental training of other staff as required.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.
- This role also includes providing regulated activity with adults and employment is therefore subject to relevant checks with Disclosure and Barring service.

Person Specification	Essential	Desirable
Knowledge and experience of issues concerning disabled/autistic children, young people and their families, preferably as a parent/carer	x	
Experience delivering support to children and/ or their families/carers in person and remotely		x
Confident use of IT to enable accurate data collection and electronic record keeping.	x	
Ability to build positive and open relationships with others and to be an effective non-judgmental listener	x	
Experience of a multi- disciplinary environment including health; social or voluntary care sectors	x	
Ability to work effectively with learning disabled/autistic children, young people and their families/carers in a sensitive, professional, confidential manner and courteous manner	x	
Ability to organise and prioritise workload to achieve agreed deadlines with a minimum of supervision	x	
Flexible and adaptable approach to work	x	
Confident in communication methods and able to communicate effectively with a range of customer and provider groups, verbally and in writing	x	
Highly organised and reliable and willing to take responsibility for own actions.	x	
Commitment to, and empathy with, the aims and objectives of the Kent Designated Key Worker Programme now known as the Dynamic Support Service	x	
Full driving licence and access to a car	x	