

JOB DESCRIPTION

Job Title:	Continuing Healthcare Advocate
Department:	Casework Team
Reporting To:	Dan Harbour
Reporting To Job Holder:	N/A
Work Hours:	Full time (35 hours p/w), part time and consultancy opportunities
Contract:	Permanent (employed) or contract (consultants)
Salary:	£29000 - £33000 pro rata p/a plus performance-related bonus and excellent benefits package (see below)
Location:	Based at our Oxfordshire office but with flexibility to work from home (note all staff currently working from home due to COVID-19). Opportunities nationally. Ability to travel long distances to attend client meetings across England is essential.
Job Purpose:	To provide a comprehensive advice and advocacy service which assists and supports clients throughout the NHS Continuing Healthcare assessment and complaints process.

MAIN DUTIES:

1. To provide advocacy and active case support in person or virtually to clients in England and Wales, throughout the NHS continuing healthcare assessment process.
Please note: most assessments are currently being completed virtually via videoconference, however we expect a proportion of in-person assessments to resume in the near future. Applicants will need to be comfortable with both working from home and also regular long-distance travel to assessment meetings across England and Wales (including overnight stays where necessary), often with only two or three days' notice.
 2. To analytically examine all relevant care records and assessments in preparation for continuing healthcare assessments and reviews, to prepare clients for their assessment and provide robust advocacy at assessment meetings based upon a sound understanding of the facts, and referencing evidence compiled from such records.
 3. To provide advocacy and casework to clients who wish to make a formal complaint through the NHS complaints procedure about a continuing healthcare-related matter from a sound understanding of the facts, having prepared key arguments by researching relevant records (note the complaint process is different to the appeal process).
 4. To support the casework team from time to time in the preparation of submissions which will be presented to relevant Clinical Commissioning Groups and NHS England panels.
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5. To provide specialist information and advice to our clients tailored to their specific situation and needs regarding the interpretation of a primary health need from a thorough understanding of relevant criteria, assessment frameworks and legal tests which are based upon case-law.
6. To keep informed of issues, policies, guidance and legislation affecting clients ensuring that the information provided is relevant, current, complete and accurate.
7. To respond to new referrals by making prompt initial contact with the client within the timescales specified by company policies.
8. Work closely and efficiently with health professionals from relevant Continuing Healthcare (CHC) teams with the aim of resolving client issues at the earliest possible opportunity so as to provide an efficient and cost-effective service, and to minimise stress for the client.
9. To develop and maintain working relationships with health and social care colleagues within the field of Continuing Healthcare in order to influence best practice.
10. To work with partner organisations and stakeholders to share knowledge, make appropriate referrals, maintain consistency and draw upon each other's expertise, always striving to improve the quality of both services and provide a better customer experience.
11. To keep relevant and sufficiently detailed case records at each stage and as the case progresses; ensuring that all client information is kept up to date in line with Beacon's systems and procedures, including data protection (GDPR) policies. This applies to case files, database entries, authority forms, client correspondence, use of the project management system, filing and archiving.
12. To minimise business costs and maximise income for the company by meeting chargeable time targets, working efficiently, charging clients appropriately and in a timely manner.
13. To uphold the principles of paralegal casework as specified by the Institute of Paralegals, providing a good standard of client care by working with skill and competence thereby ensuring clients are able to place their trust in you.
14. To uphold organisational values, promoting Beacon's social goals through each area of your work.
15. To manage your own caseload and work independently within the boundaries of Beacon policies and procedures.
16. To undergo a minimum of 12 hours of professional development each year. To foster an atmosphere of continuous learning and development.
17. Attend line management, supervision and team meetings as appropriate, and to play a full part in the development and success of Beacon.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Baring Service check or equivalent.

STAFF BENEFITS: Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

PERSON SPECIFICATION FORM

Job Title: Continuing Healthcare Advocate

Department: Casework Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	<p>Degree or equivalent level of knowledge acquired through experience and training /development.</p> <p>Strong IT skills and an ability to use Microsoft Office Applications to a reasonable standard.</p>	<p>Health, social care, advocacy or legal qualification.</p>
<u>Relevant experience:</u>	<p>Minimum of 2 years' experience of working within the field of NHS continuing healthcare or a similar role with a transferrable knowledgebase.</p> <p>Proven experience of the ability to understand, digest and disseminate complex information, and to prepare well-reasoned reports.</p>	<p>Experience of working within or understanding the relationships across the Health and Social Services</p> <p>Experience of working in a client-facing casework, advice or advocacy role either within a law firm, health or social care organisation, or third sector organisation</p>
<u>Relevant knowledge/skills:</u>	<p>A demonstrable knowledge of continuing healthcare criteria (further training will be provided). <i>Note that due to considerable national variation in the application of NHS continuing healthcare, where applicants have worked under local policies within a continuing healthcare team, their knowledge will be tested to ensure full compliance with the National Framework and the relevant eligibility criteria.</i></p> <p>Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with clients in a professional and caring manner, upholding brand values.</p> <p>A proven ability to analyse complex matters, to provide clear and</p>	<p>A demonstrable knowledge of the National Framework for NHS Continuing Healthcare; 2007, 2009, 2012 and 2018.</p> <p>A demonstrable understanding of assessment and appeal processes.</p> <p>An understanding of effective listening and questioning techniques.</p> <p>An ability to present complex information and theories in a way that is accessible to a broad client base.</p>

	<p>coherent advice via the telephone, assess the strength of each party's case, have a case presentation strategy, and present a coherent argument based on facts in a structured, concise and persuasive manner.</p> <p>The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, monitor and report.</p>	
<u>Personal attributes:</u>	<p>A commitment to upholding and actively promoting Beacon's organisational values (see below), promoting Beacon's social goals through each area of your work.</p> <p>The ability to work with a client group who may be upset and may have strong on-going and complex emotional feelings.</p> <p>Able to work on own initiative, to prioritise case load, and to work under pressure in order to achieve targets.</p>	<p>Flexible attitude to work, including availability to work some evenings when required.</p> <p>Ability to evaluate the strengths and weaknesses of your skills and knowledge, knowing where and how to seek guidance when necessary</p>
<u>Special Requirements:</u>	<p>A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation.</p> <p>The use of a car is essential, and the post may be subject to a Disclosure and Barring Service check.</p>	<p>A good understanding of the pressures and strains of carers.</p>

Background Information

NHS Continuing Healthcare is the name given to a package of health care that some people need to receive as a result of a disability, accident or illness. Individuals who are assessed as eligible for NHS Continuing Healthcare will have the full cost of their care and accommodation funded by the NHS.

The criteria for determining eligibility is highly complex and can be very difficult to understand because it is based upon case law and often poorly-understood legal tests rather than primary legislation. Our experience has shown that there is a lot of confusion surrounding continuing healthcare because of the complex nature of the criteria, as well as lengthy and detailed assessment processes. Likewise, the appeal process can be very daunting and perplexing to individuals who do not know what to expect.

Over the past 16 years, Age UK Oxfordshire has provided a free advice, support, advocacy and active casework service to individuals in the South of England going through the assessment or appeal process. In

that time they have worked with over 7,500 families and won over 70% of appeals, establishing a national reputation for quality advice and casework within continuing healthcare professional circles.

Beacon is the trading name of Ethical Legal Services Ltd, a company which has evolved from Age UK Oxfordshire's original continuing healthcare project. Beacon utilises the extensive experience of its casework team to fill both a commercial gap and a social need in the national support market for continuing healthcare. Beacon aims to ensure that individuals receive a fair, accurate & comprehensive assessment of need, being empowered to make informed appeal choices. Beacon is a social enterprise, producing operating surpluses which are donated to charity to support vital services for older people.

Beacon operates an ethical business model which places the client at the heart of the process and aims to achieve the best possible outcome for our clients through robust and non-confrontational engagement with CCGs. Our team of advisers and caseworkers have established a strong reputation for their thorough understanding of the eligibility criteria and key principles, combining excellent client engagement with high-quality case representation. In seven years we have supported 40,000 people and achieved a consistently high quality score from our clients.

Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

1. Ethical

Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

2. Expert

Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

3. Personal

Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

4. Compassionate

Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

5. Rewarding

Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.