



The Elfrida Society

Job Recruitment Pack

Welcome

Thank you for your interest in this exciting and rewarding opportunity.

Job Title: Healthcare Access Advocate, Hospital Liaison, and Workshop Facilitator

About this Opportunity

You will be joining a highly committed and well-supported team who is working together to champion the rights of adults, parents, families and individuals.

About Us

The Elfrida Society (Elfrida) started its work with people with learning disabilities 100 years ago. Initially known as Elfrida Rathbone Islington, we continue to build on our work with people with learning disabilities, in Islington and surrounding boroughs. Throughout our long history, The Elfrida Society has always been proud of its cherished community base. We have a strong record of campaigning for inclusivity and against injustice, ensuring people with learning disabilities have the same chances and opportunities to succeed in life and that their voice and rights are represented.

We are particularly proud to be an accessible and accountable employer of people with learning disabilities. Currently our organisation is supported by a strong team of 24 staff, including 14 employees with learning disabilities and a dedicated team of volunteers.

Our Charitable Values and Objectives

The Elfrida Society's vision is for a better world, social justice and equality of opportunity for people with learning disabilities.

Our mission is to support and work with people who have learning disabilities through the provision of services, support and activities that help people with learning disabilities build connections, have happy and independent lives and have fun.

Our values of trust, care, choice and opportunity reflect our history and have been developed in consultation with our service users, staff, volunteers and trustees. These values are embedded into our vision, mission and overall charitable aims and objectives of the organisation and all our projects.

All our work is underpinned by the following values:

Equality: We value diversity and strive to give equality of opportunity. We believe the organisation and society is enriched by its diversity.

Respect: We respect the experience of our staff, volunteers and supported employees, which include people with learning disabilities. We believe in their potential and will help to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

Cooperative: We value partnerships based on honesty and trust. We believe that people working together can achieve positive and lasting change.

Co-Production: We value the input of our beneficiaries, staff and volunteers in all the

Challenge: We will advocate on behalf of our service users with local and national institutions in order to achieve our vision and mission.

Our Programme of Services

We aim to support people with LDAD to live happy, independent lives and provide opportunities for them to have their voice heard. Key to this is our specialist advocacy offer to empower people and ensure they can access the same opportunities as everyone else. Our other projects work in conjunction with advocacy to proactively challenge prejudices towards people with LDAD, and positively influence local and national policy.

The three main strands of ES's work comprise:

- **Advocacy** - specialist 1:1 peer support and self-advocacy, including a pioneering user-led support programme for parents with an LDAD, known as the Elfrida Society Parents Project (ESPP).
- **Consultation services** – two unique user-led groups who engage in quality assurance monitoring of local learning disability (LD) provision and contribute toward Council subgroups, both aiming to affect positive change and give lived experience of LD.
- **Sports projects** - sporting groups in collaboration with local and national organisations providing opportunities to enjoy recreational community-led activities and develop meaningful social relationships.

The Elfrida Society works closely and in partnership with other organisations who share our values, both in the borough of Islington and elsewhere, and we work closely with the London Borough of Islington to deliver services through partnerships.

All our services are consulted, evaluated, shaped and designed with people with a learning disability and/or learning difficulties leading to improved health, well-being and independence.

JOB DESCRIPTION

Job Title: Healthcare Access Advocate, Hospital Liaison, and Workshop Facilitator

Location: The Elfrida Society, London

Salary: £27,629 - £28,451.57 pro-rata, depending on experience

Hours: Part-time 25 hours per week

Reports to: Head of Services

Job Purpose:

The Healthcare Access Advocate, Hospital Liaison, and Workshop Facilitator will support people with learning disabilities and/or autism to access healthcare services. This role involves advocating for service users to access and engage with healthcare providers, and working within hospital settings, liaising with healthcare providers, and facilitating workshops to educate and empower individuals and their families.

Key Responsibilities:

1. Advocacy:

- Provide one-on-one advocacy support to individuals with learning disabilities and/or autism to ensure they receive appropriate healthcare services.
- Assist service users in understanding their rights and navigating the healthcare system.
- Support individuals in preparing for and attending healthcare appointments, ensuring their voices are heard.

2. Hospital Liaison:

- Act as a liaison between hospital staff and service users to facilitate effective communication and understanding.
- Work with healthcare providers to develop and implement reasonable adjustments to meet the needs of individuals with learning disabilities and/or autism.
- Work with the Head of Services and relevant partners to provide training and resources to hospital staff to improve their understanding and support of individuals with learning disabilities and/or autism.

3. Workshop Facilitation:

- Develop and deliver workshops for individuals with learning disabilities and/or autism, their families, and caregivers on topics related to healthcare access and self-advocacy.
- Work with other organisations and professionals to deliver workshops and talks on relevant topics and services related to health and wellbeing.
- Create engaging and accessible materials to support workshop content.
- Evaluate and adjust workshop content based on feedback and emerging needs.

4. Collaboration:

- Work closely with other Elfrida Society team members to ensure a coordinated approach to support.
- Build and maintain relationships with healthcare providers, community organisations, and other stakeholders.

- Participate in relevant meetings, forums, and networks to advocate for the needs of individuals with learning disabilities and/or autism.

5. Administrative Work

- Ensuring that efficient record keeping, and reporting and monitoring procedures always complied with the General Data Protection Regulation – GDPR -.
- Carry out necessary risk assessments, as and when necessary, in line with guidance from you line manager.
- With the support of the Head of Services, explore opportunities to produce accessible information and assist in the development, design, and production of accessible resources.
- Work with the Head of Services and the CEO to identify new business development opportunities and provide input into service development and strategies and to the development of funding bids as required.
- Support the team to build our knowledge of organisations working locally and across London by recording these on our internal systems. Sharing across the organisation when relevant and supporting service marketing and promotion.

6. Monitoring and Evaluation

- Work in collaboration with the Head of Services and project beneficiaries to ensure that we are quality checking and evaluating our projects.

7. General

- To work within and fully comply with the policies and procedures of The Elfrida Society.
- To keep up to date and attend necessary training to ensure understanding of relevant policies and procedures, legislation, standards, and requirements, including safeguarding, the Care Act, GDPR.
- At all times to maintain the professional integrity and reputation of the Elfrida Society and represent their main interests in any dealings with other bodies, groups and individuals.
- To undertake any other duties, proportionate with the purpose and remit of the post and to participate in other events as requested by the line manager.

All duties and responsibilities must be carried out in line with requirements of Data Protection Act, GDPR, Equalities and access to information Act 2010 and with due regard to health & safety policies and procedures.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Equal Opportunities

All the Elfrida Society employees are expected to implement the organisation's equal opportunities policy in their day-to-day work by developing a range of practical strategies for encouraging all users of our services to feel welcomed, and that cultural and ethnic differences are valued.

Accountability

All workers are always expected to maintain a professional approach and to be accountable for their work and that of the charity.

This position reports to the Head of Services, who is in turn accountable to the Chief Executive.

Terms and Conditions of Employment

Contract type: Part-time permanent contract – 25 hours per week

Salary: £27,629 - £28,451.57 pro-rata, depending on experience

Pension: All eligible employees are automatically enrolled into our scheme. Contributions are in line with the governments' minimum standard (currently 5% employees and 3% employers).

Hours: Normal working days are Monday to Friday – Normal office hours 9:30 - 17:30 with up to one-hour unpaid lunch break. The nature of the role is such that some flexibility is allowed. Additional hours may be required from time to time.

Annual leave: Your holiday entitlement is the pro rata equivalent to 30 days + 8 Public Holidays per annum, pro-rata for part-time employees. Your entitlement accrues at the rate of one hour's paid holiday for every 8.285 hours worked.

Based at: The post holder will be primarily based at The Elfrida Society offices at 34 Islington Park Street, London, N1 1PX. The post holder will be required to travel and work at any other locations, such as clients' or customers' premises or at such other places as we shall direct.

All other terms and conditions are as listed in the Contract of Employment and Staff Handbook.

Additional Requirements:

- Enhanced DBS check.
- Willingness to travel within London and occasionally work outside regular office hours.

Person Specification:

Essential:

- Experience working with individuals with learning disabilities and/or autism.
- Strong advocacy skills and a commitment to promoting the rights of individuals with learning disabilities and/or autism.

- Excellent communication and interpersonal skills, with the ability to build relationships with a wide range of stakeholders.
- Ability to develop and deliver engaging workshops and training sessions.
- Strong organisational skills, with the ability to manage multiple tasks and priorities.
- Knowledge of the healthcare system and relevant legislation affecting individuals with learning disabilities and/or autism.
- A proactive and flexible approach, with the ability to work independently and as part of a team.

Desirable:

- Relevant qualifications in social work, healthcare, education, or a related field.
- Experience in a hospital liaison role or similar position.
- Familiarity with the local healthcare landscape and community resources.
- Experience using advocacy tools and techniques to support individuals in complex situations.

How to Apply:

Please send your CV and a cover letter detailing your suitability for the role to dolly.galvis@elfrida.com.

For further information about the role, please contact Dolly Galvis on dolly.galvis@elfrida.com.