

Applied Mental Health Advocacy Skills

Skill Development
October 18th

MIND SUGGEST Review

Advocacy is a process of supporting and enabling people to:

- express their views and concerns
- access information and services
- defend and promote their rights and responsibilities
- explore choices and options.



MAIN FORMS OF ADVOCACY THEORY ACTIVITY

- Self Advocacy
- Group Advocacy
- Peer Advocacy
- Formal, Professional, or Paid Advocacy
- Citizen Advocacy
- Legal Advocacy
- 'Best interests' (non-instructed) advocacy

SKILL DEVELOPMENT

The Advocate Core Skills

- **Interviewing**
- Assertiveness /Empowerment
- Negotiation
- Self-Management

INTERVIEWING

- Advocacy often starts with an interview – face to face, or even over the phone
- Main method is for obtaining instruction and keeping the client informed
- Being culturally sensitive is essential – cross-cultural, economics, diversity of background and etc.

THE STAGES OF ADVOCACY Bateman (Suggestion)

- Stage 1: Presentation of the Problem
- Stage 2: Information-gathering
- Stage 3: Legal research
- Stage 4: Interpretation and feedback to the client
- Stage 5: Active negotiation and advocacy
- Stage 6: Litigation

JAMIESON'S RULE 1978

1. *Try to tell the interviewee how much time is available for the interview.*
2. *Start where the client is. Explain to him/her why he/she is being seen, or if he/she ask to see you ask him/her why.*
3. *Try to have sympathy for the client, however unsympathetic a person may be. The aim must be to make the client relaxed and unafraid.*

4. *Try to have empathy with the client-to see things through their eyes.*
5. *Do not be judgemental or condemnatory. Try to show acceptance and tolerance.*
6. *Smile on first acquaintance. This may help the client to communicate more freely.*
7. *Do not ask questions that can be answered simply 'yes' or 'no'.*

8. *Do not put answers into the client's mouth.*
9. *It is inappropriate to probe too deeply and it is wrong to probe deeply at all, unless there is a clear purpose in doing so.*
10. *Don't be afraid of silences but don't prolong when to do so would be felt uncomfortable and even an aggressive act on the part of the interviewer.*

AN INTERVIEW

- A conversation with a purpose
- A beginning, a middle, and end
- A clear structure
- Utilising a range of skills
 - Listening
 - Questioning
 - Understanding non-verbal aspects
 - Recording
 - Cultural sensitivity
 - Feeding back
