

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Participation Officer		<b>Director/Service:</b> Children's Social Care / Northumberland Adolescent Service		<b>Office Use</b>
<b>Band:</b> 4		<b>Sector:</b> Children's Social Care		JE ref: 3500
<b>Responsible to:</b> Participation Senior Lead Worker		<b>Date:</b> April 2019	<b>Lead &amp; Man Induction:</b>	HRMS ref:
<b>Job Purpose:</b> <div><div>1.</div><div>To develop the consultation and participation systems in relation to young people involved in the Criminal Justice System</div><div>2.</div><div>To ensure good quality information on services for looked after and vulnerable children and young people</div><div>3.</div><div>To enable effective engagement with young people involved in, or at risk of, entering the Criminal Justice System</div><div>4.</div><div>To ensure young people involved in the Criminal Justice System have access to advocacy and complaints procedures</div><div>5.</div><div>To work with parents and young people to gather their views and co-produce the SEND Local Offer and other developments</div><div>6.</div><div>To maintain and improve the web based SEND Local Offer, working with different providers to ensure information about services is accurate, up to date and effectively communicated</div></div>				
<b>Job Context:</b>				
<b>Resources</b>	Staff	None		
	Finance	Petty Cash		
	Physical	None		
	Clients	Children and young people involved with Children's Services, including those involved with or identified by Northumberland Adolescent Service and children and young people whose SEND fall within the statutory framework, parents, schools and partner agencies involved with children and young people concerned.		
<b>Duties and key result areas:</b> <div><div>1.</div><div>To develop and maintain regular channels of communication between children and young people involved with Children's Services, Officers and Elected Members.</div><div>2.</div><div>To provide support, ensuring that the voice of children and young people involved with Children's Services is heard at all relevant case conferences, reviews and meetings.</div><div>3.</div><div>To offer advice on communication, consultation and participation to officers within Children's Services.</div><div>4.</div><div>To contribute to strategies and policies that embed good communication and engagement with young people.</div><div>5.</div><div>To facilitate consultation exercises and focus groups with young people to encourage their involvement in policy, planning and development of services.</div><div>6.</div><div>To contribute to working groups that improve outcomes for young people.</div><div>7.</div><div>To work with partner organisations locally and regionally to develop and implement best practice in engagement and service delivery.</div><div>8.</div><div>To work directly with children and young people involved with Children's Services (including Northumberland Adolescent Service) and their families, in order to support them in contributing to their assessments, reviews and meetings about them.</div><div>9.</div><div>Support in the co-production of the SEND Local Offer, involving children and young people with SEND and their parents and carers, ensuring it is in line with all other Children's Services and Directorates as appropriate.</div><div>10.</div><div>Support the development of the SEND Local Offer website. Sourcing, creating, updating and maintaining the information with appropriate quality and content.</div><div>11.</div><div>Support in the feedback to Service Users in appropriate ways when they have raised queries.</div><div>12.</div><div>To publicise the Directorate's complaints and advocacy services to ensure that children and young people have access to effective and appropriate support dealing with issues that affect them.</div><div>13.</div><div>To act as a first point of contact for young people who have raised concerns regarding their services and who may wish to be referred to an independent advocacy service.</div></div>				

14. To support the Participation and Advocacy Manager to identify and report trends arising from consultations, advocacy and complaints.
15. To work with the rest of the Participation and Advocacy Team in supporting Children's Services teams to work in a participatory manner.
16. To link with other participation initiatives within the Council.
17. To carry out risk assessments on group, individual and lone working and events using the Evolve system.
18. To assist in developing and delivering training materials to support the work within Children's Services.
19. Ability to successfully plan and manage events to showcase the work of young people.
20. To complete all required learning as directed by Northumberland County Council.
21. To be committed to safeguarding and to comply with Northumberland County Councils safeguarding policies and procedures.
22. To be committed to General Data Protection Regulations (GDPR) and all associated policies and procedures.
23. To adhere to the rules, procedures and Code of Conduct of the County Council.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. The grade has been established on this basis.

### Work Arrangements

Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.
Transport requirements:	The work involves the need to visit sites throughout the county on a regular basis, and on occasion, out of county.
Working patterns:	37 hours per week, day work. Flexible working hours may apply provided staff work collaboratively to provide cover for services. Evenings and weekends may be necessary.
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.

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**PERSON SPECIFICATION**

<b>POST: LAC Avocacy and Participation Officer</b>	<b>SERVICE:</b>	<b>Ref:</b>
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<p>Educated to NVQ level 4 or higher or equivalent  Knowledge of services for children in need and their families  Knowledge of children's rights, participation and advocacy  Knowledge of issues relating to looked after children and young people  Knowledge of the SEND Code of Practice, the needs of children and young people with SEND and the legal requirements of the Local Offer.  Knowledge of the Northumberland Local Offer  <a href="https://www.northumberland.gov.uk/Children/Northumberland-Local-OfferSEND-0-to-25-years.aspx">https://www.northumberland.gov.uk/Children/Northumberland-Local-OfferSEND-0-to-25-years.aspx</a></p>	<p>Relevant qualification in work with children and young people</p>	
<b>Experience</b>		
<p>Experience of consulting users of services and their families;  Experience of producing information materials for publication;  Experience of working with children and young people  Experience of working within safeguarding procedures for children and young people  Experience of advocacy work with young people</p>	<p>Experience of working within children's services in a local authority, Health authority or voluntary organisation  Experience of managing staff  Experience in delivering group work</p>	
<b>Skills and competencies</b>		
<p>Well developed IT skills  Excellent written and oral communication skills;  Articulate, skilled communicator, able to relate well in writing and in person to professionals and people at all levels including children and those with communication difficulties;  Ability to write clearly for a target audience, translating complex information into an accessible format;  Ability to work with young people to support and empower them;  Practical, pragmatic approach to problem solving;  Positive listening skills;  Ability to work on own initiative;  Able to relate well to others and work as part of a team;  Commitment to contributing to the achievement of high standards in Children's Services;  Commitment to the importance of children and young people having a voice;  Adaptable skills to engage and communicate with a wide age range of children and young people  Ability to engage effectively with children and young people with SEN and disabled children.</p>	<p>Experience of complaint handling, advocacy work  Experience of publicity and marketing  Ability to think strategically about information needs  Experience in delivering training to staff  Ability to organise events and meetings</p>	
<b>Physical, mental and emotional demands</b>		

<b>Finance</b> Ability to work within agreed budgets Able to support young people in managing allocated budgets <b>Physical</b> Ability to transport service users who may exhibit challenging behaviour on a regular basis Fit and able to undertake role <b>Emotional</b> Resilient in supporting young people with emotional and behavioural difficulties Able to deal calmly with stressful situations and manage these safely	Knowledge of mental and emotional health issues relating to young people. Knowledge of emotional support networks for people working with vulnerable young people.	
<b>Motivation</b>		
Desire to support young people having their voice heard and their opinions taken seriously.	Willingness to expand learning around participation and young people.	
<b>Other</b>		
Ability to work within agreed budgets Able to support young people in managing allocated budgets Ability to meet the transport requirements of the post Willingness to work flexibly, including evenings and weekends as necessary		

*Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits*