

## JOB DESCRIPTION

Section 1	
<b>JOB TITLE:</b>	<b>Participation and Engagement Worker</b>
<b>PAY BAND:</b>	<b>Band 4</b>
Section 2	
<b>LOCALITY / DEPT:</b>	Commissioning Team
<b>ACCOUNTABLE TO:</b>	Specialist Commissioning Project Manager/ Experts by Experience Lead
<b>REPORTS TO:</b>	Specialist Commissioning Project Manager/ Experts by Experience Lead
<b>RESPONSIBLE FOR:</b>	N/A.
<b>JOB SUMMARY:</b>	The post holder will contribute to the participation and engagement of children, young people and their families/carers and stakeholders to inform service improvement and development.
<b>LIAISES WITH:</b>	Service Users/Parents/Carers, Stakeholders, Third Sector Partners, Multi-professional Partners.
Section 3	
<b><u>KEY RESPONSIBILITIES:</u></b>	
<ol style="list-style-type: none"> <li>1. To organise the participation of service users and stakehodlers to inform the development of the service using best practice and learning from experience methodologies.</li> <li>2. Work to ensure that participation is a positive and mutually beneficial experience for everyone, including, service users, carers, staff and other stakehodlers; addressing any issues to access and support that may act as a barrier to participation.</li> <li>3. To support the transformation of the service by maintaining and growing a wide network of stakeholders who will inform service design and improvement.</li> <li>4. To champion participation and engagement within the service and with partner agencies to embed the ethos and promote the service's values of engagement.</li> <li>5. Recognise the value and the involvement of vulnerable and protected groups, and ensure the service engages with these groups to inform service design.</li> <li>6. Identify involvement opportunities for service users, and provide support to enable such involvement.</li> <li>7. Be flexible in the approach to engagement by considering a range of meeting and event types including different times, to maximise on engagement opportunities.</li> <li>8. Work borough wide to ensure equality of engagement opportunities across all thre districts</li> <li>9. Co-ordinate the involvement of service users during the recruitment process for the Trust and partner agencies where appropriate.</li> <li>10. Engage with regular supervision and appraisal in line with Trust policy.</li> <li>11. Maintain a professional standard in relation to service delivery.</li> <li>12. Ensure attendance at Lead Provider Collaborative Commissioning Team meetings to remain integrated with all teams.</li> <li>13. Work collaboratively with services users and stakeholder to develop innovative and creative solutions in relation to service improvement and design.</li> <li>14. Maintain good relationships with service users, colleagues and stakehodlers to ensure a co-ordinated approach to communication.</li> <li>15. Provide Service Newsletters quarterely to keep the borough updated with service acitivity.</li> <li>16. Lead on the development of the digital platform including social media; twitter, facebook and also the Lead Provider Collaborative websites.</li> <li>17. Collate and report of feedback received by stakeholders, partners and service users.</li> </ol>	

## **Section 4**

### **1. HEALTH AND SAFETY**

All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

### **2. INFECTION PREVENTION AND CONTROL**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies, and make every effort to maintain high standards of infection prevention at all times in accordance with The Health and Social Care Act 2008: code of practice on the prevention and control of infections and related guidance (2015). All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust, and any contracted staff have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task.
- Relevant staff members must attend an annual face to face training session or complete the e learning session provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.

### **3. EQUALITY AND DIVERSITY**

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

### **4. COMPETENCY OF HEALTH PROFESSIONALS**

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.

### **5. STAFF INVOLVEMENT - INDIVIDUAL RIGHTS & RESPONSIBILITIES**

To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.

### **6. SAFEGUARDING**

Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.

### **7. SUPERVISION**

To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

**Section 5****PERSON SPECIFICATION**

	<i><b>Essential</b></i>	<i><b>Desirable</b></i>	<i><b>Method of Assessment</b></i>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to NVQ 3 level of qualification and previous proven experience</li> </ul>	<ul style="list-style-type: none"> <li>Relevant qualification in Participation and Engagement</li> </ul>	
<b>Knowledge and Expertise</b>	<ul style="list-style-type: none"> <li>Good knowledge of Participation and Engagement principles</li> <li>Knowledge of safeguarding and the appropriate referral pathways</li> <li>Good communication skills and the confidence and ability to deliver training and presentations</li> <li>Ability to build relationships and develop networks with stakeholders</li> <li>Good understanding of Equality and Diversity in relation to area of work.</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working within participation and engagement</li> <li>Experience of organising, delivering and evaluating engagement opportunities including service user feedback.</li> <li>Experience of communicating with a range of groups; inc. service users, stakeholders, third sector partners</li> <li>Experience of managing a digital platform including social media.</li> </ul>		
<b>Analytical and judgemental skills</b>	<ul style="list-style-type: none"> <li>Ability to work autonomously as well as part of a team.</li> <li>Ability to work flexibly across the districts</li> <li>Ability to trouble shoot and problem solve</li> </ul>		
<b>Personal skills</b>	<ul style="list-style-type: none"> <li>Positive attitude and a commitment to service improvement</li> <li>Excellent communication Skills</li> <li>Excellent organisational skills</li> <li>Ability to travel across sites</li> </ul>		

**To be completed by HR**

<b>Job Number:</b>	1707	<b>Version No:</b>		<b>Issue Date:</b>	27 03 2024
<b>KSF Number:</b>		<b>Version No:</b>		<b>Issue Date:</b>	
<b>Jurisdiction of JD:</b>					