

GLPC Job Description

Job Title	Senior Participation Officer (SEND Local Offer)		
Location	County Hall, Exeter		
Reporting to (job title)	Participation Team Manager		
Service/Section/School	Children's Services – Participation Team		
Effective date	4 June 2019		
Evaluated Grade	F	Job Number	G.2331

Job Purpose including main duties and responsibilities:

The post holder will take a leading operational role in enabling Devon County Council to meet its statutory obligations regarding the involvement, engagement and consultation of SEND children, young people and their families and carers.

They will facilitate and support participation of service users in strategic feedback and engagement with the Devon Children and Families Partnership development and decision making for SEND and hold a lead role within the Local Authority

They will interpret SEND Code of Practice including the Local Offer legislation and Devon Local Authority policy, practice and guidance to make the key information available to a range of audiences, in an audience-appropriate format.

They will be a senior member of the Participation Team and will be expected to model appropriate standards of behaviour and delivery for colleagues, and to make full use of the capacity of the Participation Team as well as wider resources in the delivery of work under their remit.

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Main duties and responsibilities:

The post holder will:

Enable and support high quality information exchange between all statutory agencies and parents/carers, children and young people:

- This scope includes work with children and young people looked after by the Local Authority, as well as work with children and young people at risk of exclusion, with a focus on work with parents/carers of vulnerable children with special or additional educational needs, children or young people with a disability.

Lead in the production and co-ordination of high-quality Local Offer information and engagement activities for parents, carers, children, and young people:

- Work in partnership with colleagues from DCC Communications team and stakeholders, to develop and maintain the Devon Local Offer website so that it meets the criteria as described in the SEN Code of Practice.

- Develop, maintain and promote mechanisms for feedback from service users to be gathered and channelled to inform Local Authority strategic commissioning for SEN and Disabilities.
- Maintain up to date knowledge of effective practice within the participation, engagement and involvement of service users.
- Develop and facilitate parental and children's engagement in monitoring the delivery of the Local Offer through a range of forums and reference groups and ensure that feedback is directed to the appropriate SEN and disability commissioning and monitoring processes.
- Support and challenge Local Authority services in how they embed participation and hearing the child's voice to inform all elements of working practice and service development.

Develop and deliver training to parent/carers, young people and professionals:

- Be responsible for creating new training materials, helping to identify and support participation training needs for parents/carers and young people as well as a range of professionals, and to deliver training as appropriate in the form of courses, information sessions, presentations and workshops.

To provide training to individuals and organisations about best practices in:

- Conveying information
- Listening to and considering views
- Representing the views of others
- Contributing to strategic meetings
- Hearing the child's voice

Effective partnership working:

- Develop and maintain professional relationships with key groups and individuals within the Local Authority, the Devon Children and Families Partnership, schools and colleges, locality / countywide / regional and national Parent Carer Voice Forums and Young People Forums.

Promote and support consistent high standards in delivery:

- Collect and maintain appropriate records as required by the Local Authority.
- Provide high quality reports on work undertaken and to appropriately use a range of methods to communicate reports, to inform the strategic development of good practice in working with parents/carers and young people.
- Ensure that confidentiality is maintained at all times.
- Work within and maintain national and regional service standards at all times.
- Develop and lead the use of Social Media as a method of informing and engaging with audience.

- Support and contribute to the success of all other children and young people's participation activities by directing resources and staff capacity to maximise the profile, engagement and impact of this work.
- Undertake any other reasonable duties relevant to the post as requested by the Participation Team Manager or on behalf of the SEND Improvement Board.

Champion equality and diversity, ensuring the service is inclusive and accessible:

- Take a leading role in the inclusion of vulnerable, children, young people and their families in service design, development and delivery.
- Ensure that engagement and participation policy, procedure and practice meets the public sector equality duty.
- Ensure that the voice and experience of the diversity of the community is sought and represented in participation and engagement activity.
- Take an active role in customer service or access issues for services to children and young people.
- Act as a customer services champion to ensure appropriate access to services and the adherence to customer care standards which maintain dignity for diverse service users and carers.

This document outlines the duties for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and the duties may be varied from time to time which do not change the general character to the job or the level of responsibility entailed.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management of people	<p>Experience of being a Senior worker within a team environment.</p> <p>Ability to chair and support others in the running of meetings</p>	<p>Experience of providing supervision and line management to direct report</p> <p>People and resource management skills</p>	Application and interview
Experience	<p>Experience of direct work with vulnerable young people and/or families in 1:1 and group work settings</p> <p>Comprehensive knowledge of SEND legislation and procedures as laid down by the 1996 Education Act, 2014 Children and Families Act and the SEN Code of Practice</p> <p>Knowledge of the government agenda for special education and disabilities</p> <p>Experience of working across multi-agency settings.</p> <p>Demonstrable understanding of the needs of parents/carers and families of children with special or additional educational needs and disabilities</p> <p>Experience of project development and management</p> <p>Experience of leading engagement and consultation activities</p> <p>Experience of working in a multi-agency setting</p>	<p>Experience of working within allocated financial budgets and resources</p> <p>Experience of writing, delivering and evaluating training.</p> <p>Experience of managing communication and engagement activity including newsletters, Social Media campaigns, and web space</p> <p>Experience of report writing.</p> <p>Experience of working to Quality / Audit / Inspection frameworks</p>	Application and interview
Practical Skills	<p>Time and workload management skills</p> <p>Ability to manage website content and associated information against constantly changing demands and priorities.</p> <p>Ability to be flexible and responsive to feedback and change</p> <p>Ability to manage specific projects from conception to completion</p> <p>Ability to be creative and innovative using a range of tools and methodologies</p>	Ability to design and analyse surveys	Application and interview

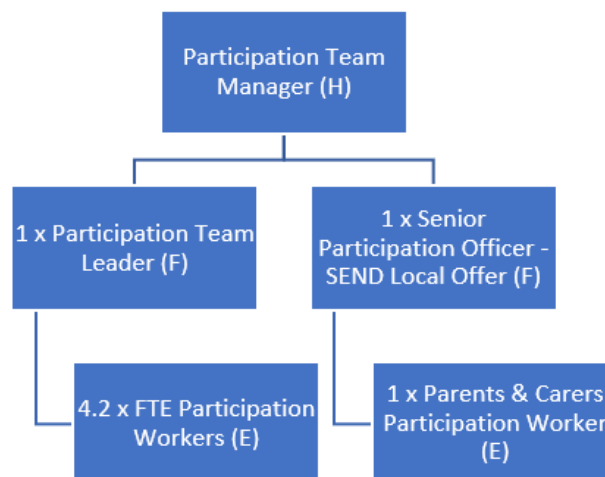
	<p>A methodical approach with good analytical skills and ability to interpret complex legislative information into more accessible formats.</p> <p>Demonstrably able to use own initiative and take responsibility</p>		
Communication	<p>Good verbal, written and communications skills.</p> <p>Ability to listen and communicate with vulnerable children, young people and families</p> <p>To consistently represent Devon County Council in the professional manner</p> <p>Ability to present reports and deliver training confidently</p> <p>Ability to engage with colleagues at all levels of the organisation and with partners</p> <p>Ability to make use of a range of communication styles and to be tenacious and creative when communication is at first unsuccessful</p> <p>Ability to fulfil all spoken aspects of the role with confidence and fluency in English</p>	o	Application and interview
Personal Qualities	<p>Flexible, adaptable & reliable.</p> <p>Ability to use own initiative and work effectively as part of a team,</p> <p>Ability to create and sustain productive working relationships with colleagues and children, young people and families</p> <p>Self-awareness and emotional intelligence</p> <p>Empathy and understanding</p> <p>Ability to work with people and show care towards those with complex needs and health conditions</p> <p>Discretion and confidentiality</p> <p>Work with diplomacy</p>	o	Application Interview

	Emotional resilience Behaviours and attitude as described in DCC's Leadership Charter.		
Strategic Thinking	Ability to engage with a range of key stakeholders Ability to plan ahead and see the big picture	Ability to understand the contribution of Participation Team services to the wider service and policy developments Experience of supporting service users to contribute to the scoping, development and review of strategy and policy	Application and interview
Technology / IT Skills	Good ICT skills, ability to use Outlook, MS Office.	Experience of using Office 365 suite Web page development and maintenance, Experience of using Social Media for work and knowledge how to effectively use to engage with different audiences	Application and interview
Education and Training	Educated to degree level or equivalent qualification and experience in relevant subject (working with children and young people, families) Commitment to on-going continuous development & training as required by the service.	Professional, degree level qualification in Youth Work/Children's or related discipline Level 3 in Leadership and Management Level 3 in Coaching and Mentoring Any other appropriate management qualification	Application form Certificates and interview
Professional Registration	None		Certificate/Registration
Equal Opportunities	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		OH1
Other relevant factors	Commit and conform to DCC Customer Service Standards		

This role sits within the Participation Team, which is part of Children’s Commissioning Services within Devon County Council’s Children’s Services.



Participation Team - Structure chart



1. Supervision and Management:

The post holder is responsible for the line management of one direct report, whose work will be aligned to the work of the post holder. This line management involves direct supervisory and performance management responsibility including the monitoring and quality assurance of the work achieved.

The post holder will also be a Senior Officer within the Participation Team, and as such will be expected to provide support and direction to individuals, such as modelling of behaviours and best practice, to support their development and professional standards.

The post holder will be required to supervise and direct the activities of staff and user representatives in both one-off and on-going activities and projects. This will include those involved from partner, provider and user-led organisations.

The post holder will have responsibility for working to the team budget and agreed expenditure.

2. Creativity & Innovation:

The post holder will facilitate activities that support parents/carers, children and young people's understanding of statutory and decision-making processes by making clear, concise, timely information available to them.

The post holder will use a variety of participative approaches and tools to enable parents/carers, children and young people to communicate their views effectively.

The post holder will convey complex information to a range of audiences, such as working from legislation and Local Authority policy to develop information material for parents, children, young people and others to allow them to understand what that will mean for their own situation / case.

The post holder will be responsible for the quality of printed / published and online material in terms of accuracy and ability to reach the target audience.

The post holder will development, review and utilise all communication channels including social media and DCC's Local Offer online presence to ensure that key messages are reaching target audiences.

3. Contacts & Relationships:

The post holder will establish and maintain relationships with users of services and their families or representatives; commissioners, decision-makers, service managers and staff at all levels for the purpose of supporting and identifying opportunities for participative practice.

The post holder will participate in a wide range of local, regional and national networks to identify and implement best practice in the area of participation and involvement activity.

The post holder will be the first point of contact across the Devon Children and Families Partnership for colleagues and service users in relation to the involvement of children / young people with SEND and their families. This will involve giving advice and support, assessing issues and making recommendations on potentially complex or sensitive issues.

The post holder will participate in a wide range of local, regional and national networks to identify and implement best practice in the area of participation and involvement activity.

4. Decisions - Discretion:

The post holder will be responsible for proof-reading information from others for quality and accuracy before submitting for printing / publishing or meetings.

The post holder will be responsible for the planning and delivery of relevant training to professionals, as well as training to parents and young people such as “chairing skills” or “recruitment skills”.

The post holder will be responsible for the quality, accuracy and currency of the Local Offer website and associated social media.

The post holder will be responsible for the effective delivery of a variety of participation and engagement vehicles which engage, consult and co-design with children, young people and parents / carers. The post holder will ensure this work is connected to and informs Devon Children and Families Partnership joint commissioning and decision-making processes.

The post holder will be responsible for the enabling the participation of a wide range of service users in feedback mechanisms.

The post holder will be responsible for their informed and considered participation in strategic meetings and for providing reports when requested

5. Decisions - Consequences:

Effective Communication and Information materials will improve SEND Children and young people’s access to and therefore understanding of their rights and entitlements to services and support offered across education, health and care.

Facilitated feedback mechanisms will support stakeholder participation in shaping Local Authority provision making it more responsive and effective It will inform commissioning decisions making them more targeted and cost effective

The quality of the information reaching its target audience (i.e. children, young people and their parents) will help them to make decisions about their future learning, health care and care needs, thereby impacting upon their lives in a fundamental way.

The quality of the information the post holder produces reflects on the reputation of the DCFP and the Local Authority.

The quality of the information on the Local Offer website will be monitored by Ofsted and reflect on the confidence of service users in the Local Partnership (DCFP) and Local Authority provision.

The post holder will contribute towards production of team plans and setting of Key Performance Indicators and associated targets for team members.

6. Resources:

The post holder will manage confidential information about service users and parents and carers, including consultation exercises and impact assessments, ensuring all information

held about service users and carers is stored on secure devices in compliance with County Council policy.

The post holder will take appropriate care of ICT equipment, such as computer, mobile phone and appropriate software, and ensure all equipment is kept secure in compliance with County Council policy.

The post holder will handle petty cash and gift vouchers in line with authority limits.

7. Work Demands:

The post holder will work in a multi tasked and multi activity environment and, prioritising competing deadlines, requiring excellent organisational skills, and the ability to work under pressure.

The post holder will need to be available to respond to enquiries from managers, and service users and carers on involvement issues.

The post holder will need to be able to communicate complex issues to a range of stakeholders to ensure inclusive practice, participation and involvement in decision making.

The post holder will need to have excellent skills in conflict management and negotiation with an ability to communicate clearly to a diverse audience and instil confidence in others.

8. Physical Demands:

The post holder will occasionally lift and carry equipment such as laptop, projector, screen, induction loops and relevant written, audio or visual materials.

The post holder will be required to undertake lone working, travelling according to the needs of the job with reasonable adjustments, if required according to the Equality Act. Devon has a diverse geography and the post holder will be required to travel across the county as and when the role requires.

9. Working Conditions:

The post holder will usually work in a normal office or home working environment, but they will be expected to visit service users in a variety of settings e.g. private homes, residential homes, supported lodgings, youth centres, children's centres and schools several times per week. Visits may be required to other establishments and this may often be the first face-to-face point of contact.

In line with the County Council's Agile working agenda the post holder may have the opportunity to undertake some home working but will adhere to the relevant home working policies as determined by Devon County Council.

10. Work Context:

The post holder may meet with service users, carers and other members of the public at their home or placement. The post holder will be expected to demonstrate an awareness of hazards and risks when visiting service users outside of an office setting and make use of appropriate risk management tools/procedures to ensure personal safety and the safety of colleagues, clients and the council.

The post holder will be responsible for organising service user groups and events and will be responsible for undertaking the required risk assessments.

The post holder will continually undertake a dynamic risk assessment when visiting service users and families and make appropriate decisions in response to changing or emerging risks.

Occasional risk from travelling for work through rural locations.

11. Knowledge & Skills:

The post holder will be experienced and confident in a wide range of participation, engagement and consultation issues and methods relevant to their area of work and be responsible for keeping up to date with all national and local agendas, policy and practice in the area of focus and ensure this is communicated within the Local Authority appropriately.

The post holder will maintain good understanding of SEN procedures, policies and processes, disability policies and procedures.

In particular, the post holder will require a detailed understanding of all involvement, engagement and consultation: children and families' participation.

The person specification indicates the required range of knowledge and skills which include:

- Education to degree level or with equivalent qualification by experience
- Ability to engage effectively with children and young people
- Excellent communication and presentation skills
- Excellent involvement and customer care skills
- Ability to facilitate the engagement of others
- Ability to use the full range of communication formats, including social media
- Ability to facilitate, chair and present at meetings and events
- Ability to manage front-line practitioners
- Ability to manage conflicting demands
- Report writing skills, including the quality assurance of reports written by others

GLPC profile – to be completed by HR

SUP	CRE	CON	DEC DIS	DEC CON	RES	WK DEM	PHYS DEM	WK COND	C TXT	K&S	Score

Health & Safety:

Potential Hazards	Applicable to this job? (✓)	Action to be taken (text)
Display Screen Equipment	✓	The post holder will be issued with a laptop for business use. The post holder will use display monitors when office-based. Annual DSE self-assessments will be scheduled and outcomes reviewed to ensure safe working environment.
Electricity – fixed / portable	✓	The post holder will be issued with a mobile phone and laptop for business use, both of which are portable. Annual PAT certification takes place. The post holder will be shown how to report equipment faults as part of induction programme.
Manual handling	✓	The post holder may need to transport small loads of resources and equipment from offices to transport, and from transport to events.
Verbal / physical abuse	✓	The post holder will have regular direct contact with vulnerable children and young people, as well as families and carers, and may encounter aggressive or abusive behaviour. The post holder will be familiarised with appropriate policies and procedures during the induction programme.
Work equipment		
Fire		
Environmental		
Isolation / lone-working	✓	The post holder may undertake visits and meetings in a lone-working environment. The post holder will be familiarised with appropriate policies and procedures during the induction programme.
Slips, trips & falls		
Chemical		
Working with Vulnerable persons	✓	The post holder will have regular direct contact with vulnerable children and young people, as well as families and carers. The post holder will be familiarised with appropriate policies and procedures during the induction programme.
Premises related		
Transport risks		
Working at heights		
Other hazards not identified above		

Signatures

Job Description agreed by:

Line/Originating Manager:

Name: _____ **Signature:** _____ **Date:** _____

Head of Service/Head teacher:

Name: _____ **Signature:** _____ **Date:** _____