



Job Profile Employee

JOB TITLE:	Children Services Lived Experience Participation Officer
GRADE:	Scale 6
POST NO:	TBC
JOB TIER:	
DBS CHECK:	Enhanced
DIRECTORATE:	Children Services
SERVICE:	Children Safeguarding and Care

REPORTING STRUCTURE

Reports to:	Children's Participation Team Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

The purpose of the role is to support the Family First Partnership transformation and 'Hayes Project' in Children's Social Care, with a focus on co-production and voice of the child. The programmes aim to improve services for children, young people and their families, through designing, coordinating, overseeing, and executing of a multiagency delivery plan. This role will sit within the line management of the Children's Participation team, with close working relationships with the transformation team and community safety partnership.

Job Description

1. Resident & Community Contribution

- To promote children's welfare and their rights within UN convention, the Children Act (1989, 2004) Children Leaving Care Act, Children and Social Work Act 201 and associated guidelines and to ensure they receive best service within London Borough of Hillingdon.
- To work in partnership with professionals within the borough and other agencies to support children and young people's involvement in decisions that affect them and improvements to service delivery.
- To support and develop the work of the Children's Rights and Participation Team.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- This role does not require any people management.

3. Operational Service Delivery

- To promote and develop the participation of children, young people and parents/carers within a range of meetings, training and opportunities.
- To support and co-facilitate consultation and group work opportunities.
- To initiate contact and engage with children and young people who wish to become involved or are involved in engagement activities.
- To lead and facilitate focus groups with children and young people across six secondary schools in Hayes.
- To support young people to develop and deliver training to a range of professionals.
- To contribute to information in a range of formats for both children and young people and other professionals about the family first partnership transformation.

- To maintain effective records and reports, within required timescales and in accordance with the protocols of the service and maintain the confidentiality of this information.
- To participate fully in supervision.

▪ **4. Service Planning & Development**

- To ensure that the Service operates within the identified aims and objectives.
- To help other agencies and teams to consult and involve looked after young people and care leaver in improving service delivery and where appropriate co-work with professionals to assist this.
- To be support the delivery and development of initiatives and specific project work.
- To attend meetings, training and other forums as required.

5. Financial & Resource Management

- To ensure all purchasing and procurement is conducted in accordance with the corporate guidelines with appropriate use of the Council's financial systems.
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Contacts

- Primary contact will be with other officers within the Council including, social workers, key workers, and managers.

- The role will be required to develop relationships with community-based service providers, children and young people, schools, residents, and wider stakeholder groups

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- The role may require working evenings and occasional weekends.
- To undertake additional learning and training activities as appropriate

9. Key Performance Indicators

- To ensure the delivery against annual performance input, output, outcome, and impact targets as specified in the related plans.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed

1. QUALIFICATIONS	ESSENTIAL □	DESIRABLE □
Qualification in Social Care, Education or Youth Work or equivalent degree	□	□
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL □	DESIRABLE □
Ability to work flexibly to meet the needs of the Service	□	
3. EXPERIENCE	ESSENTIAL □	DESIRABLE □
Experience of working face-to-face with groups of children and young people	□	

Experience of coordinating day-to-day administration and finance		☐
Providing peer support to other children and young people	☐	
Experience of working with professional staff both in statutory and voluntary agencies.	☐	
Experience of facilitating training for young people on a range of topics	☐	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ☐	DESIRABLE ☐
Knowledge of the issues impacting on the lives of children, young people and families,	☐	
Able to form and maintain appropriate professional relationships and boundaries with children, young people and carers to ensure effective engagement	☐	
Knowledge of policy, legislation and theory in relation to the provision of statutory social work intervention		☐ ☐
The ability to motivate and lead individuals and organisations		
Knowledge of safeguarding and child protection	☐ ☐ ☐	
Effective planning and organisational skills		
Competent user of ICT including the ability to learn and use service specific systems	☐	
Knowledge and understanding of social media and electronic forms of young people, e.g. arts or sports skills	☐	

Our values	
Respect	<p>We appreciate what makes us different and include everyone.</p> <ul style="list-style-type: none"> • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative	<p>We believe in the power of working together.</p> <ul style="list-style-type: none"> • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient	<p>We deliver the best possible outcome by carefully managing our resources.</p> <ul style="list-style-type: none"> • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity	<p>There is no gap between what we say and do.</p> <ul style="list-style-type: none"> • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open and honest	<p>We are transparent in the actions and decisions we take.</p> <ul style="list-style-type: none"> • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.

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Organisational Chart
