



JOB DESCRIPTION

JOB TITLE: Engagement Officer

OFFICE LOCATION: West Wales / North Wales

LINE MANAGER: Team Manager

SUPERVISORY RESPONSIBILITIES: None

PRINCIPAL JOB PURPOSE:

Funded by Welsh Government's Equality & Inclusion Programme, this 3 year project will provide a service to support Gypsy, Roma and Traveller communities around Wales (children, young people and adults) to access their rights and entitlements, address inequalities and tackle discrimination. The Travelling Ahead team will have a Team Manager with three additional team members in south, west and north Wales with the main team base in Newport.

Travelling Ahead will offer:

- Advice and advocacy – Support through an advice line (office hours) and community outreach sessions, working in partnership and training mainstream providers to strengthen their own services to the Gypsy, Roma and Traveller community
- Rights and Participation – Support to enable Gypsy, Roma and Traveller voices to be heard and involved in decision making at a local, regional and national level. We will run regular regional events for community members (young people and adults) and help develop a community consultation network where government and other public bodies can hear about priority issues from the Gypsy, Roma and Traveller communities across Wales
- Tackling discrimination – Support to challenge negative media and create a more positive narrative through our partnership with Travellers Times, including setting up a new web resource for Wales by and for the Gypsy, Roma and Traveller community and offering media advocacy workshops. We will work with the All Wales Hate Crime Report and Support Centre to ensure that Gypsy, Roma and Travellers communities have more knowledge and confidence in reporting hate crime and getting the right support.

Engagement Officers will operate as part of a team working to develop and provide a service for Gypsy Roma & Traveller children, young people and adults across Wales in accordance with the Project Plan.

DUTIES & RESPONSIBILITIES

1. Take responsibility for the development of elements of the Service's work as directed by the Team Manager
2. Prepare / Encourage / Support / Enable GRT community members and professionals to engage and achieve their desired outcomes
3. Work in partnership with the members of the GRT community ensuring their voices are central to the process
4. Raise awareness, understanding and enthusiasm for the Service's work, amongst the GRT community and relevant professionals.
5. Liaise and negotiate with relevant professionals to ensure that roles, responsibilities, expectations and contributions are clearly organised, understood and acted upon.
6. Ensure that equality of opportunity and anti-discriminatory practice is maintained, and that Tros Gynnal Plant's standards in this respect are applied.
7. Assist the Team Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users.
8. Ensure that Safeguarding concerns which arise are identified and appropriate decisions are made regarding risk assessment and referral to Social Services / other appropriate agencies under the supervision of the Team Manager
9. Ensure that Interventions are managed within their agreed allocation.
10. Comply with the Service's financial and administration systems in accordance with Tros Gynnal Plant's policies and procedures.
11. Ensure that records are kept in accordance with Tros Gynnal Plant's policies and procedures on recording, data management and child protection
12. Maintain confidentiality in respect of the information from service users and professionals in line with Tros Gynnal Plant policies
13. Network appropriately within the community
14. Contribute to local policy and planning forums as appropriate.
15. Work collaboratively with colleagues.
16. Take responsibility for own professional development and undertake appropriate training as required.
17. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

WORKING CONDITIONS

West Wales based 22.5 hours / North Wales based 30 hours

Work outside of office hours is necessary requiring a flexible approach to the working week. Occasional weekend work and occasional overnight stays to attend training / conferences / events or similar may be required.

Regular travel to various locations throughout Wales and occasionally outside Wales requiring a full driving licence and access to transport.

<i>Core competencies (Applicable to all staff)</i>	
Communicating Effectively:	Expresses information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared
Respecting Individual and Cultural Differences:	Demonstrates the ability to work constructively with people of all cultures gender and backgrounds
Showing Team Spirit:	Develops effective relationships with colleagues and team members within and across the organisation
Managing Yourself:	Manages own behavior in a self-reflective manner and seeks opportunities for continuous learning and professional growth
Producing Results:	Produces quality results in a service-oriented and timely manner and is committed to deliver agreed outcomes
Embracing Change:	Is open to new approaches and ideas, responds positively to change and adapts quickly to new situations



Tros Gynnal Plant
Standing up for Children

PERSON SPECIFICATION

(Specific to this role)

When completing your application form, please ensure you include evidence of how you meet all the essential criteria/requirements outlined. If you meet any of the desirable requirements, please also include evidence of this. Before completing the application form, you should ensure you read:-
*‘Guidelines for completing the application form’ and *‘Guidance on writing competency statements for a job application’

REQUIREMENTS:	ESSENTIAL/ DESIRABLE	HOW MEASURED Application Form (A) Interview (I) Documentation (D) Test (T)
<p>The post-holder will need to evidence skills, knowledge and understanding around: (See Appendix 1)</p> <p>Supporting Children / young people and adults within the Community</p> <p><i>Performance</i></p> <ul style="list-style-type: none"> How you establish, develop and maintain relationships with children / young people and adults <p><i>Knowledge and Understanding</i></p> <ul style="list-style-type: none"> What you know and understand about: Rights / Tackling discrimination <p>Advocacy</p> <p><i>Performance</i></p> <ul style="list-style-type: none"> How you work in partnership with children / young people and / or adults to represent their preferences and needs <p><i>Knowledge and Understanding</i></p> <ul style="list-style-type: none"> What you know and understand about: Entitlements to advocacy The difference between advocacy and advice <p>Participation</p> <p><i>Performance</i></p> <ul style="list-style-type: none"> How you undertake participation activities with children / young people and / or adults 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A-I</p> <p>A-I</p> <p>A-I</p> <p>A-I</p> <p>A-I</p>

<p><i>Knowledge and Understanding</i></p> <ul style="list-style-type: none"> • What you know and understand about: Barriers to participation particularly within the Gypsy, Roma, Traveller community 	E	A-I
<p>QUALIFICATIONS</p> <p>Independent Advocacy Qualification (or willingness to work towards)</p> <p>A professional qualification in social work, youth and community work or related discipline such as Health and Education.</p>	E D	A – D A-I
<p>EXPERIENCE</p> <p>Direct Work with children, young people and families in complex situations including safeguarding</p> <p>Relationship building, partnerships, multi-agency working, community development</p> <p>Planning, leading and delivering pieces of direct work with children, young people and /or adults in a participative manner</p> <p>Direct work with Gypsy, Roma and Traveller children, young people and adults</p> <p>Providing advice / advocacy services</p>	E E E D D	A-I A-I A-I A-I A-I
<p>OTHER</p> <p>Full Driving Licence</p> <p>The ability to speak Welsh</p>	E D	A A

APPENDIX 1 – GRT Engagement Officer

Experience

You should evidence how you meet all of the essential experience criteria and as many as possible of the desirable criteria indicated in the right hand column when answering Q1 of the Application Form	
	We are looking for evidence of your experience in:
A. Experience	<ul style="list-style-type: none"> • Direct Work with children, young people and families in complex situations including safeguarding - E • Relationship building, partnerships, multi-agency working, community development - E • Planning, leading and delivering pieces of direct work with children, young people and /or adults in a participative manner – E • Working with Gypsy, Roma and Traveller children, young people and families - D • Providing advice / advocacy services - D

Skills, Knowledge and Understanding

The following skills, knowledge and understanding are essential for the post. You will need to address the evidence in the right hand column when answering Q's 2-7 of the Application Form	
Support Children and Families within the Community	
B. Performance	We are looking for evidence of –
Establish, develop and maintain relationships with children / young people and adults	<ul style="list-style-type: none"> • How you have communicated with children / young people and /or adults that enabled you to build effective relationships
C. Knowledge and understanding	We are looking for evidence of -
Rights / Tackling discrimination	<ul style="list-style-type: none"> • What you know and understand about the legal and work setting requirements on equality, diversity, discrimination and rights

Advocacy	
D. Performance	We are looking for evidence of -
Work in partnership with children / young people and / or adults to represent their preferences and needs	<ul style="list-style-type: none"> • How you have enabled a child / young person or adult to have their voice heard
E. Knowledge and Understanding	We are looking for evidence of –
Advocacy and Advice	<ul style="list-style-type: none"> • What you know and understand about the difference between advocacy and advice

Participation	
F. Performance	We are looking for evidence of -
Undertake participation activities with children / young people or adults	<ul style="list-style-type: none"> • How you have facilitated the participation of children / young people or adults
G. Knowledge and Understanding	We are looking for evidence of –
Participation	<ul style="list-style-type: none"> • What you know and understand about barriers to participation particularly within the Gypsy, Roma, Traveller community