

ROLE TITLE: PARTICIPATION MANAGER

DEPARTMENT: CHILDREN'S AND YOUNG PEOPLES SERVICES

REPORTS TO: WORKFORCE AND PRACTICE MANAGER

GRADE: P05 (LEVEL 39 - 41)

RESPONSIBLE FOR: PARTICIPATION OFFICER

ROLE DESCRIPTION

This role has responsibility for the management of the Council's participation services to our Children Looked After (CLA) and Care Leavers (CL). This includes the development and implementation of the Children and Young People's Participation and Engagement Strategy through collaboration with children and young people and those responsible for their care.

Facilitate and support the work of the Children in Care Council and Looked After Children's Advisory Group through one-to-one engagement with young people and group session, working closely with the chairs.

To provide professional supervision for the Participation Office and guidance around participation to social workers and partner agencies across CYPS.

The post holder will be responsible for the management and co-ordination of the work of the Care Leavers Hub, creating a one stop venue where young people can access service safely. The Hub will be utilized by the Children Looked After and Care Leavers Teams as well as Participation.

Drive improvements in standards of consultation and engagement activities for our looked after children, and Care Leavers to support Children and Young People Services strategic objectives.

The post holder will be an innovative, strategic thinker who thrives within a supportive team whilst working with a great deal of autonomy and responsibility. The post holder will inspire and build the skills and confidence of their team, delivering independent participation opportunities for people of lived experience.

Provide strategic advice on increasing awareness of the views of People of lived experience, through participation in relevant task and finish groups, boards, and briefings.

Promote good practice on consultation and engagement across the Council to contribute towards the Council being more responsive to people of lived experience including workforce and Foster Care training.

To have shared responsibility for the management of the Participation and Hub budgets.

ABOUT THE ROLE

You will need to:

1. Provide leadership, support and direction to the Participation service effectively by implementing the Participation strategy and promoting the service across the department.
2. Be responsible for the day-to-day management of the Hub and the use of the venue by social workers and other social care staff, ensuring that services meet key measurable objectives and operate within clear and up to date operational policies.
3. Influence and develop the strategic direction of services and promote a children's rights-based approach to practice through effective leadership.
4. Organise and facilitate discussion and consultation groups and ensure dissemination of consultation and engagement campaign findings to children/young people and practice and council leaders.
5. Establish and maintain strategic relationships with key partner organisations and use the findings of our work to influence policy and practice within services.
6. Ensure that such services are provided in a manner that reflects Departmental and Corporate policies and that decisions about resource allocation are made with due regard to the Department's eligibility criteria.
7. Establish effective management information and quality assurance systems to ensure that high standards for service delivery are achieved and performance targets are met.
8. Monitor, evaluate and review performance targets, identify deficiencies and take remedial action where necessary.
9. Ensure that appropriate detailed records of work undertaken are maintained in line with organisational policy and undertake monitoring and reporting of statistics.
10. Oversee the preparation of quarterly reports which are based on the agreed outcomes for your area of responsibility and attend liaison meetings as appropriate.
11. Keep abreast of new developments in consultation and public participation good practice (including codesign and coproduction) and advise senior members and officers on implementation, including regarding equality and diversity.
12. Develop and manage a project schedule and work plan for events such as the Young Inspectors Programme, Total Respect training and the annual celebration of achievements for Looked After Children and our care experienced children and young people. This includes recruiting young people to participate in these projects and provide them with the necessary training and support.
13. Participate in the recruitment and selection of social work and other staff by training and supporting young people to sit on interview panels.

14. Provide regular professional supervision to Participation Officer in accordance with Departmental procedures in order to manage workloads, to develop and monitor professional standards of practice and to appraise the overall performance of staff. To identify individual training needs and to develop and training and development plan for individual members of staff.
15. Be responsible for the management of the Council's disciplinary, grievance, sickness, harassment and other relevant personnel procedures in relation to your designated team.
16. Respond (in conjunction with the Team manager) to complaints and requests for information from members of the public, Councillors and MPs.

ABOUT YOU

Knowledge & Skills:

- Relevant professional qualification at degree level eg Social Work, Youth Work with 3 years' experience working with care experienced children and young people.
- People management skills, including leading and managing.
- Proven track record of involvement in effective public participation e.g. consultation, engagement, codesign, coproduction.
- Experience of working with and engaging children and young people in a professional capacity individually and in groups.
- Experience of communicating verbally and in writing with a wide variety of people, including children and young people, professionals, managers, and senior managers
- Knowledge or participation models or theories
- Ability to provide training to a wide audience.
- Negotiating skills and an ability to co-ordinate large groups of children, young people and professionals
- Ability to maintain an interest in issues pertaining to children and young people and to consider this within practice.
- Understanding of the experiences of Looked After Children.
- Good level of computer literacy-word processing, databases, spreadsheets and Microsoft applications are essential. Demonstrate the ability to analyse, collate, interpret and present management information.
- The ability to assess in a non-discriminatory way the needs of children and their families from all section of the community and to develop and implement, in partnership with families and other professionals, effective plans.

- The ability to ensure that services are delivered to the highest achievable professional standards, that quality standards are identified and measured, and that remedial action is undertaken where necessary.
- A commitment to the Council's Equal Opportunities and Customer Care policies and the ability to understand and implement the policies in relation to the job responsibilities.

ABOUT US

How we act defines who we are. At the heart of our organisation is a common approach to defining 'who we are'. We are looking for people that can build this into everything they do.



CORPORATE REQUIREMENTS

CIVIL AND OTHER EMERGENCIES

To support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder, and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans. To ensure that you have read your Service's business continuity plan and keep abreast of any updates, so that you know what to do, if the plan is activated. To participate in any testing of emergency plans, as directed and take an active role in making suggestions to improve team plans.

DIGITAL

To use the Council's office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

INFORMATION MANAGEMENT

To comply with information rights legislation and the Council's data quality and information management standards by applying information management related policies.

To report instances of non-compliance, errors, omissions or inadequacies in procedures to the business unit manager.

HEALTH AND SAFETY

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with the Health & Safety legislation.

To co-operate with the Council insofar as is necessary to enable it to comply with its duties under relevant health and safety legislation.

AGILE WORKING

H&F prides itself on being an agile workforce and promotes flexible working opportunities.

SAFEGUARDING OF CHILDREN, YOUNG PEOPLE AND ADULTS (FOR ALL FRONT-LINE STAFF IN CHILDREN'S SERVICES AND ADULT SOCIAL CARE)

To be aware of and work in accordance with the Council's child and adult protection policies and procedures in order to safeguard and promote the welfare of children and adults and to raise any concerns relating to such procedures which may be noted during the course of duty.

For further information on whether a Standard or Enhanced Disclosure check is required, managers should refer to Disclosure and Barring Scheme guidance

EQUITY DIVERSITY AND INCLUSION STATEMENT

We're committed to making Hammersmith & Fulham one of the most inclusive borough's in the country; a place where everyone feels valued, included and has equitable access to opportunities.

Hammersmith and Fulham is an inclusive employer and welcomes applications from all sections of the community. We work to eradicate discrimination on the basis of race, religion, gender, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We also recognise that people can be disadvantaged by their social and economic circumstances, so we will also work to eliminate discrimination and disadvantage caused by social class.

We will be pleased to consider applications from candidates seeking flexible working arrangements.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the advertised role.