



JOB DESCRIPTION

Role:	Engagement Team Member
Location:	Sheffield
Contract Type	12 months Fixed Term Contract
Hours:	Part-time position
Responsible to:	Regional Engagement Team Leader
Objective:	To consult, engage with and work with service users, providers and other agencies to develop a wide range of innovative services that meet the needs of service users.
Salary:	Up to £25,000 depending on experience (pro-rata for part time)
Holiday:	25 days per annum plus public holidays, (pro-rata for part time)
Probationary period:	The post is subject to a six month probationary period

APPLICATIONS

Applicants should send a CV and a statement of their suitability/covering letter outlining their experience against each point of the Person Specification to:

Unit 7, Arlington House Community Association, 4 North Bailey, Durham DH1 3ET;
or recruitment@uservoice.org

Interview date: TBC

Note: If you want to discuss this role further please contact us on: 07939 661 135

User Voice is founded on a commitment to change structures to make them fairer for everyone. We celebrate diversity in all forms and proactively encourage applications from all motivated candidates. All employment is offered on the basis of skills, experience, merit and need.

WHY WE EXIST

We believe that the fundamental issue that causes the stubbornly high rates of re-offending and all the other associated problems is the 'us vs. them' culture.

Society feels frustrated with those who re-offend repeating cycles of behaviour and not engaging with rehabilitation services. Yet people with convictions feel marginalised by society, with rehabilitation services which are often inaccessible and unhelpful and a system that doesn't value their input.

Whatever the truth, we won't reduce crime unless we deal with this division. User Voice's core belief is that rehabilitation only happens when everyone in the criminal justice system shares responsibility for transforming the 'us vs. them' division into real collaboration.

DUTIES AND RESPONSIBILITIES

Become part of a vibrant team living our values - collaborative, democratic, resilient and authentic. You'll get an experience like no other with the chance to fast forward your career.

We will offer career enhancing opportunity, support and encouragement to develop new skills in the process.

The successful candidate will be results and outcome-orientated with knowledge of the criminal justice sector and ex-offender. As well as managing the development and delivery of the service, we are looking for motivated staff who has previous experience who is willing to travel across South East region.

User Voice's regional Engagement Teams are responsible for engaging with a diverse range of service users with different experiences in order to improve services and promote active citizenship. As balanced Teams they will have a range of complementary skills in order to achieve these aims, including service user engagement, service provider engagement, project management and administration.

Individual Team Members will demonstrate some, but not necessarily all of these skills and as a result will be responsible for different areas of delivery as assigned by the Engagement Team Leader as set out below.

Co-ordination

We are primarily looking for someone with key co-ordination skills, including:

- Contributing to the development of project planning documents and producing regular project reports
- Keeping accurate and up to date records, including project participants contact details, levels of engagement and diversity and equality monitoring data
- Assessing risk, working within safeguarding best practice and reporting incidents

Where possible, we are also looking for someone with other complimentary skills, as below.

Engagement

- Service user engagement and recruitment, including through presentations, surveys, focus groups and workshops
- Staff engagement, including through presentations, staff meetings and individual meetings
- Stakeholder engagement, including other statutory and voluntary sector partner agencies

Retaining relationships

- Providing training to an accredited standard
- Group facilitation, including meetings, focus groups, workshops and large events
- Recruiting and managing service users and volunteers, including providing clear activities, support and signposting them to further opportunities

In addition to the above duties, the post holder will be required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

PERSON SPECIFICATION

Essential:

1. Experience of the criminal justice system and/or other associated systems as a service user with the ability and motivation to harness this experience positively in working with service users.
2. Ability to act as an effective, authentic and credible advocate for User Voice's values, methods and programmes with the ability to inspire and motivate service users
3. Ability to communicate confidently with clarity and enthusiasm around User Voice aims and objectives with partner agency staff
4. Well organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands
5. A strong and demonstrable commitment to the aims and values of User Voice
6. A strong and demonstrable commitment to and understanding of the promotion of equality and diversity
7. A strong and demonstrable commitment to and understanding of the promotion of safeguarding
8. Ability to offer peer support and be a role model for other User Voice staff and volunteers
9. Good written and IT skills to support the co-ordination and management of projects
10. Subject to successful prison vetting and User Voice induction

Desirable:

1. Group facilitation and/or counselling skills
2. A background in, or experience of, engaging with adult and young people with convictions
3. Preparing to Teach in the Lifelong Learning Sector (PTTLS) trained
4. Knowledge or experience of working in criminal justice settings
5. Ability to drive, owns a car and willing to travel

FURTHER INFORMATION

Disclosure and Barring Service (DBS) checks

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.