

## JOB DESCRIPTION ENGAGEMENT TEAM MEMBER

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| <b>Role:</b>                | Engagement Team Member   |
| <b>Location:</b>            | Various  |
| <b>Contract Type</b>        | 12 months Fixed Term Contract  |
| <b>Hours:</b>               | Part-time positions  |
| <b>Responsible to:</b>      | Regional Manager   |
| <b>Objective:</b>           | 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. |
| <b>Salary:</b>              | Up to £25,000 depending on experience (pro-rata for part time)   |
| <b>Holiday:</b>             | 25 days per annum plus public holidays (pro-rata for part time)  |
| <b>Probationary period:</b> | The post is subject to a six month probationary period   |

**User Voice is a unique and values-based organisation.** This means that it places its mission and its end goal - engaging with service users and giving them prominence in the process of the improvement of criminal justice services – at the heart of everything it does. Our values are described below and they and associated behaviours provide the framework for growing and managing the organisation.

- Ordering Chaos
- Optimism
- Resilience
- Authenticity
- Democracy

**We are committed to making the criminal justice system work for everyone.** Our unique approach is designed, deployed and delivered by former service users working alongside current service users and providers. We have been delivering significant change in the Criminal Justice System for a decade and bring about transformation for: institutions, individuals and the agenda – so the system can work for everyone. We believe the experience of users is vital for positive change.

**There are three key areas of behaviour that relate to working at User Voice:**

- As an ex-offender, how you behave and conduct yourself in all aspects of life
- Your life is manageable and you can prove it

- You are passionate about helping other people

User Voice's regional Engagement Teams are responsible for engaging with a diverse range of service users, including vulnerable children, young people and adults 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

**This is a demanding, exciting, rewarding job with a focus on people and outcomes. You will join a dedicated organisation and dedicated teams with outstanding line management and opportunities to grow and develop. This job will include, not exhaustively:**

- Service user engagement and recruitment, with vulnerable children, young people and adults, including through presentations, surveys, focus groups and workshops
- Staff and stakeholder engagement, including statutory and voluntary sector partner agencies, through presentations, staff meetings and individual meetings
- Continual awareness raising of Council activity within local community
- Working within a delivery model, working to targets
- Representing User Voice at regional and national forums, conferences and events
- Recruiting, managing, motivating and training service users and volunteers, including providing clear activities, support and signposting them to further opportunities and managing the risks involved.
- Ensuring the Council is diverse and representative of the wider community
- Managing service users expectations around employment with User Voice
- Aiding retention of Council members by building and sustaining trusting professional relationships
- Group facilitation, including meetings, focus groups, workshops and large events
- Identifying and creating progression (through wider engagement) opportunities for Council members
- Co-ordinating activity, expenses and travel for a group of volunteers
- Providing weekly Council activity reports and assisting regional manager with completion of reports as required internally and externally to our commissioners
- Contributing to the development of project planning and organisational resources and playing an active role in leading the delivery of projects
- Keeping accurate and up to date records, including project participants contact and activity details, levels of engagement, an electronic diary and diversity and equality monitoring data and identifying and accurately recording impact and outcomes

- Identifying and sharing any business development opportunities that arise through the Councils activity and engagement with commissioner and wider stakeholders
- Supporting the Council to raise the level of articulation of proposals
- Accurate recording and tracking of Council proposals and ensuring proposals are representative of wider issues, ensuring Council actions are completed in a timely and efficient manner
- Supporting Council to hold decision makers to account
- Communicating positive outcomes
- Initial / follow-up personal development and exit interviewing of project participants
- Identifying and creating positive progression opportunities

In addition the post holder will be required to perform other duties which are assigned from time to time to meet need. However, such other duties will be reasonable in relation to skills, abilities and grade. Flexible working hours will be expected in order to accommodate varying travel distances and engagement opportunities including unpaid work and late night reporting.

**Some of the things against which your effectiveness and performance will be measured and through which you will be able to demonstrate and develop your skills are:**

- Number of engagements - KPI
- Quality of engagement
- Engagement with external agencies
- Engagement with commissioners staff
- Number of Council members - KPI
- Length of time on Council - KPI
- Time to on-board Council – KPI
- Council diversity
- Quality of relationships
- Identifying progression opportunities
- Accuracy / frequency of data capture & entry
- Accuracy / frequency of reporting
- Resources Management
- Volunteer management
- Quality of proposals
- % of proposals accepted & implemented – KPI
- Positive proposal outcomes - KPI
- Council member positive progression KPI

Become part of a vibrant team living our values. You'll get an experience like no other with the chance to fast forward your career. We will offer career enhancing opportunity, encouragement and support to develop new skills in the process.

All employment is offered on the basis of skills, experience, merit and need

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.

This post is also subject to the successful completion of the relevant prison and or probation standard plus security vetting process.