**JOB DESCRIPTION ENGAGEMENT TEAM MEMBER** ****

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| **Role:** | Engagement Team Member  |
| **Location:** | London |
| **Contract Type** | Permanent |
| **Hours:** | Full Time |
| **Responsible to:** | Regional Manager |
| **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 |

**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 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.

**What we expect from staff/volunteers:**

* You are an **ex-offender** and have taken steps to change your life for the better.
* People should also be in a place where their **life is manageable**. They have the support structures and networks to deal with personal issues and pay their bills on time and have stable accommodation.
* Importantly, we all need to be **passionate** about wanting to help others. That when we are in a stable place ourselves, we can give back to other people and see their needs as important as our own.

**What we provide staff/volunteers:**

* Giving people the **opportunity** means them doing it for themselves, recognising their strengths, and not us doing it for them. For staff, there is the opportunity to progress within the organisation, taking on more responsibility, with the opportunity to ultimately become CEO.
* To do this people need **encouragement**. When you have been told all your life that you are not capable you believe it. Our volunteers and staff need to be given the encouragement that they can do it from someone with their own lived experience.
* They also need the right **support** so that when they have the opportunity and belief, they also have the skills. We need to ensure that they have the professional training to be the best in their role and the right support structure to deal with any issues at work they will invariably face in their professional development.

User Voice’s regional Engagement Teams are responsible for engaging with a diverse range of service users, including vulnerable children, young people, and adults to improve services and promote active citizenship.

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 activity within local communities
* 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 that we are working with a diverse group, representative of the wider community
* Managing project participants expectations around employment with User Voice
* Aiding retention of service users 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 service users
* Co-ordinating activity, expenses, and travel for a group of volunteers
* Providing weekly 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 our activity and engagement with commissioner and wider stakeholders
* Supporting those we work with to raise the level of articulation of issues and solutions
* Accurate recording and tracking of project outputs and ensuring any solutions are representative of wider issues, ensuring actions are completed in a timely and efficient manner
* Supporting service users 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:**

* Volume, quality, and diversity of engagement
* Engagement with external agencies & commissioning staff
* Quality of relationships
* Identifying progression opportunities
* Accuracy / frequency of data capture & entry
* Accuracy / frequency of reporting
* Resources Management
* Volunteer management
* Quality of solutions articulated
* Positive progression of project participants

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 based on 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 vulnerable adults, young people and/or children. 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 may also be subject to the successful completion of the relevant prison and or probation standard plus security vetting process.