



Cumberland Council

Post Specification

Date	April 2024
Post Group Number	8221
Post Title	Participation and Engagement Manager
Job Family	PCD
Job Family Role Profile	PCD16
Final Grade	16

To be read in conjunction with the job family role profile

Service Area description

To lead the children's participation and engagement service, this service is central to ensuring operational engagement programmes are delivered to the highest standards, following best practice in participation and engagement, whilst at all times providing meaningful, developmental and safe opportunities for children and young people aged 0-25 and their parent/carers.

To have management oversight and co-ordination of the Holiday Activity and Food Programme.

To lead an outreach engagement service to ensure optimum outcomes for children, young people and families, including work with partners in the universal and targeted services.

To deputise when required for the Senior Management of Early Help and Think Family when needed.

Purpose of this post

To manage and provide leadership to the Children's Participation and Engagement Service in Cumberland providing support to children and young people 0-19 up to 25 with SEND and their families.

To manage, maintain and develop a professional service ensuring that the delivery of ensuring the voice of the child is at the heart of service design, delivery and evaluation.

Provide management and direction to an integrated team to ensure the right support is available to the right families at the right time.

To be comfortable working within a complex system and advocate with compassion and enthusiasm for children and young people's engagement. Having resilience and a strong team approach, whilst being willing to work across staff levels and utilising different methodology are essential for the success of this role.

To work with your peers to facilitate and report on performance via Early Help and Think Family scorecard.

To contribute to the training and development programme resulting from audit themes.

Key job specific accountabilities

Direct management of the Participation and Engagement Team including delivery an outreach service and the Holiday Activity and Food Programme to improve outcomes for children, young people and families as part of the wider Early Help Directorate. This will include an appropriate contribution to all Early Help targets and all council targets in respect of children and young people

- Support the Senior Manager for Early Help and Think Family to deliver all aspects of their role.
- Lead the voice of the child during any relevant inspection (supporting child and young person voice), including Ofsted inspections, providing such performance data, documents and analyses as are requested. You will contribute to the Self-Assessment and other preparatory activities in respect of Early Help.
- Promote the work of the Early Help Service among partners, celebrating success and encouraging improvements in service provision at all levels
- Promote the work of the Early Help and Think Family Service, celebrating success and encouraging improvements in service provision.
- Work alongside the Family Hub manager to ensure a comprehensive outreach offer to our children, young people and their families.

Co-ordination, oversight and accountability for the performance of an outreach engagement offer

- Manage all aspects of the work of the Participation and Engagement team, including oversight over commissioned services that support the wider offer to our children and young people including advocacy and our local youth offer.
- Manage and deliver performance returns as required by legislation and any local agreements.
- Ensure all statutory elements of the services are delivered as a priority and that performance is monitored against a rigorous framework.
- To work with a range of partners to develop an annual plan of delivery plan working with and engaging children, young people, their parents/carers from diverse backgrounds and across the age range, you will be able to facilitate meaningful involvement to inform and influence decision makers, policy development and service improvement.
- To oversee the operational delivery of participation and engagement including an outreach partnership offer.

Delivery of high-quality prevention and interventions services in Cumberland

- Manage the HAF project lead to ensure delivery of the Holiday Activity and Food Programme
- Use a “Think Family” approach, either directly through the relevant Team, and/or alongside a multi-agency Early Help Team or indirectly through the contribution of partners (eg schools, health visitors, midwives, third sector organisations, Family Hubs, police).
- Monitor the contract management of a number of commissioned contracts to ensure high quality prevention and early help interventions are delivery to the highest of standards.
- Monitor and quality assure the impact of the service delivered by the participation and engagement team, in so far as it is possible, the services provided by partners to ensure consistent application of thresholds and support offered to children, young people and families.

Management and supervision of staff

- Directly manage several operational staff within the participation and engagement team.
- Have responsibility for the supervision, motivation, performance and appraisal of staff drawn from different professional backgrounds, ensuring that roles and responsibilities are

appropriately assigned within the multi-agency setting, and dealing with any capability and/or disciplinary issues where appropriate.

- Conduct case-file audits and other 'work-sampling', accurately judge the quality of the work being delivered, provide constructive feedback to staff and support the development of excellent practice.
- Lead the development of staff within the service, in line with the annual training plan.

Training across the Partnership

- Support the development of the early help workforce.
- Be part of the team delivering multi-agency training about prevention, early help, and other aspects of support for children, young people and families
- Be a source of advice to partners about early help, their roles and responsibilities and support them to deliver effective prevention and early intervention work in line with those agreed responsibilities.

Other

- Support the Senior Manager with the oversight of staff health and safety and buildings management where appropriate.
- Attend such staff meetings, briefings and training as required as part of the wider Early Help offer.
- To be able to work flexible hours as directed and required by the post, including evening and weekends.

Safeguarding and Child Protection

- Comply with all safeguarding and child protection policies and procedures.
- Support the development of the understanding of these policies and procedures within the participation and engagement services.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Small budget plus commissioned contract budgets
Staff Management Responsibilities	<ul style="list-style-type: none"> • Approx 6-10
Other	<ul style="list-style-type: none"> • Building Management of the service

Essential Criteria - Qualifications, knowledge, experience and expertise

- Educated to degree level with appropriate professional qualification in a relevant discipline.
- Considerable working experience in children's services.
- Considerable experience on intra and inter agency work at a management level. Able to demonstrate examples of making practical difference.
- A thorough understanding of relevant policies, statutory guidance and legislation relating to children, young people and their families.
- The legal framework pertaining to safeguarding and child protection.
- Demonstrate significant understanding of relevant research evidence that highlights effective intervention with families.
- Through experience of people management including managing recruitment, discipline and grievance processes and performance management
- Experience in multi-agency meetings

- Experience of working with partners at a strategic and operational level.
- Extensive experience of involving children, young people and their families in service design delivery and evaluation.
- Experience of Monitoring services and practices to ensure agreed standards are maintained and intervene constructively where necessary.
- Extensive experience of working with an outreach model of practice.
- Experience of monitoring performance and addressing shortfalls.
- Experience of managing others.
- Ability to use IT appropriately to support management function.
- Ability to work independently but also as an effective team member.
- Ability to think creatively and innovate.
- Ability to engage with national developments and networking opportunities.
- Professional integrity, reliability, and consistency
- Ability to work under pressure and emotional stress effectively.

Disclosure and Barring Service – DBS Checks

- This post requires / does not require a DBS check.
- The level of check required is:
 - DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands	Minimal
Physical Demands	
Working Conditions	Post main base with be Cumbria House, however the post has to work across Cumberland.

Other Factors

Flexible working hours to ensure the needs of our families are met including evening and weekend work.

Able to drive and have a access to a vehicle.