

## JOB DESCRIPTION

**JOB TITLE: Engagement Officer**

**OFFICE LOCATION: North Wales with travel across region and north Powys**

**LINE MANAGER: Team Manager**

**SUPERVISORY RESPONSIBILITIES: None**

### **PRINCIPAL JOB PURPOSE:**

Funded by Welsh Government's Equality & Inclusion Programme, this 3 year project provides a service to support Gypsy, Roma and Traveller communities around Wales (children, young people and adults) to access their rights and entitlements, address inequalities and tackle discrimination.

The Travelling Ahead team has a Team Manager with three additional Engagement Officers in south, west and north Wales with the main team base in Cardiff and an office base in Wrexham. We also run an advice and support service to EU Roma families across Wales to apply for settled status in the UK.

This Engagement Officer post will work across North Wales and north Powys offering advice and advocacy and supporting the voices of Gypsy, Roma and Traveller individuals, families and residents groups

The role will specifically:

- Engage and make regular visits to local authority and private Gypsy and Traveller sites to ensure residents are aware of the service and can access their rights and entitlements
- Provide signposting, advocacy and advice to individuals and families who need this and follow up referrals received via our freephone advice line
- Ensure community voices are heard through consultations, forums and meetings with decision makers as appropriate
- Build links with public and third sector services to improve access for the Gypsy, Roma and Traveller community

Travelling Ahead offers:

◦Advice and advocacy – Support through an advice line (office hours) and community outreach sessions, working in partnership and training mainstream providers to strengthen their own services to the Gypsy, Roma and Traveller community

◦Rights and Participation – Support to enable Gypsy, Roma and Traveller voices to be heard and involved in decision making at a local, regional and national level. We will run regular regional events for community members ( young people and adults) and help develop a community consultation network where government and other public bodies can hear about priority issues from the Gypsy, Roma and Traveller communities across Wales

◦Tackling discrimination – Support to challenge negative media and create a more positive narrative through our partnership with Travellers Times, including setting up a new web resource for Wales by and for the Gypsy, Roma and Traveller community and offering media advocacy workshops. We will work with the All Wales Hate Crime Report and Support Centre to ensure that Gypsy, Roma and Travellers communities have more knowledge and confidence in reporting hate crime and getting the right support.

## **DUTIES & RESPONSIBILITIES**

1. Take responsibility for the development of elements of the Service's work as directed by the Team Manager
2. Prepare / Encourage / Support / Enable GRT community members and professionals to engage and achieve their desired outcomes
3. Work in partnership with the members of the GRT community ensuring their voices are central to the process
4. Raise awareness, understanding and enthusiasm for the Service's work, amongst the GRT community and relevant professionals.
5. Liaise and negotiate with relevant professionals to ensure that roles, responsibilities, expectations and contributions are clearly organised, understood and acted upon.
6. Ensure that equality of opportunity and anti-discriminatory practice is maintained, and that TGP Cymru's standards in this respect are applied.
7. Assist the Team Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users.
8. Ensure that Safeguarding concerns which arise are identified and appropriate decisions are made regarding risk assessment and referral to Social Services / other appropriate agencies under the supervision of the Team Manager
9. Ensure that Interventions are managed within their agreed allocation.
10. Comply with the Service's financial and administration systems in accordance with TGP Cymru's policies and procedures.
11. Ensure that records are kept in accordance with TGP Cymru's policies and procedures on recording, data management and child protection
12. Maintain confidentiality in respect of the information from service users and professionals in line with TGP Cymru policies
13. Network appropriately within the community
14. Contribute to local policy and planning forums as appropriate.
15. Work collaboratively with colleagues.
16. Take responsibility for own professional development and undertake appropriate training as required.
17. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

**WORKING CONDITIONS****30 hours or 15 hours****Temporary contract until March 2020**

Work outside of office hours may be necessary requiring a flexible approach to the working week. Occasional weekend work and occasional overnight stays to attend training / conferences / events or similar may be required.

Regular travel across north wales and mid Powys with occasional travel to other part of Wales or to Cardiff for team meetings requiring a full driving license and access to transport.

<b>Core competencies (Applicable to all staff)</b>	
<b>Communicating Effectively:</b>	Expresses information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared
<b>Respecting Individual and Cultural Differences:</b>	Demonstrates the ability to work constructively with people of all cultures gender and backgrounds
<b>Showing Team Spirit:</b>	Develops effective relationships with colleagues and team members within and across the organisation
<b>Managing Yourself:</b>	Manages own behavior in a self-reflective manner and seeks opportunities for continuous learning and professional growth
<b>Producing Results:</b>	Produces quality results in a service-oriented and timely manner and is committed to deliver agreed outcomes
<b>Embracing Change:</b>	Is open to new approaches and ideas, responds positively to change and adapts quickly to new situations

## **PERSON SPECIFICATION**

*(Specific to this role)*

*When completing your application form, please ensure you include evidence of how you meet all the essential criteria/requirements outlined. If you meet any of the desirable requirements, please also include evidence of this. Before completing the application form, you should ensure you read:-  
\*‘Guidelines for completing the application form’ and \*‘Guidance on writing competency statements for a job application’*

<p><b>QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Independent Advocacy Qualification (or willingness to work towards)</li> <li>• A professional qualification in social work, youth and community work or related discipline such as Health and Education</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A – D</p> <p style="text-align: center;">A-I</p>
<p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Direct Work with children, young people and families in complex situations including safeguarding</li> <li>• Relationship building, partnerships, multi-agency working, community development</li> <li>• Planning, leading and delivering pieces of direct work with children, young people and /or adults in a participative manner</li> <li>• Direct work with Gypsy, Roma and Traveller children, young people and adults</li> <li>• Providing advice / advocacy services</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p>
<p><b>SKILLS, KNOWLEDGE &amp; UNDERSTANDING</b></p> <ul style="list-style-type: none"> <li>• Supporting children / young people and adults within the community</li> <li>• Issues facing Gypsy, Roma and Traveller community</li> <li>• Advocacy</li> <li>• Participation</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p> <p style="text-align: center;">A-I</p>
<p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Full Driving Licence</li> <li>• The ability to speak Welsh</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A</p> <p style="text-align: center;">A</p>