

Travelling Ahead: Engagement Officer

TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



TGP Cymru Department: Family Services

Responsible to: Team Manager

Location: Wrexham, North Wales (Home based working during Covid-19 measures)

Purpose of role:

Funded by Welsh Government's Equality & Inclusion Programme the 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 as part of the team across North Wales local authority areas as needed - offering advice and advocacy and supporting the voices of Gypsy, Roma and Traveller individuals, families and residents groups.

Accountabilities / Responsibilities

- Take responsibility for the development of elements of the Service's work as directed by the Team Manager
- Prepare / Encourage / Support / Enable Gypsy Roma Traveller (GRT) community members and professionals to engage and achieve their desired outcomes
- Work in partnership with the members of the GRT community ensuring their voices are central to the process
- Raise awareness, understanding and enthusiasm for the Service's work, amongst the GRT community and relevant professionals.
- Liaise and negotiate with relevant professionals to ensure that roles, responsibilities, expectations and contributions are clearly organised, understood and acted upon.
- Ensure that equality of opportunity and anti-discriminatory practice is maintained, and that TGP Cymru's standards in this respect are applied.
- 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.

- 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
- Ensure that Interventions are managed within their agreed allocation.
- Comply with the Service's financial and administration systems in accordance with TGP Cymru's policies and procedures.
- Ensure that records are kept in accordance with TGP Cymru's policies and procedures on recording, data management and child protection.
- Maintain confidentiality in respect of the information from service users and professionals in line with TGP Cymru's policies.
- Network appropriately within the community.
- Contribute to local policy and planning forums as appropriate.
- Work collaboratively with colleagues.
- Take responsibility for own professional development and undertake appropriate training as required.
- Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

Performance Indicators

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

Line management responsibility:

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Budget management responsibility:

£0

Grade: MS6

Working conditions:

30 hours per week with a flexible approach to the working week. 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.

During Covid-19 measures are in place to ensure staff and client safety– which require staff to be **home based** and communication with clients and partners will be through telephone, email and other digital means. A risk assessment process is in place to authorize face to face work as Covid Measures are lifted.

Travel to various locations across Wales and the UK is also required.

Qualifications

- A professional qualification in social work, youth and community work, or related discipline such as Health and Education (desirable)
- Independent Advocacy Qualification (or willingness to work towards) (essential)

Skills and abilities / competencies

The post holder will be able to :

- Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- Plan and organise work and manage time effectively
- Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.
- Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- Seek opportunities for continuous learning and professional growth

Knowledge / Experience

The postholder will be able to demonstrate a sound understanding and record of achievement in the following:

- Direct Work with children, young people and families in complex situations including safeguarding
- Relationship building, partnerships, multi-agency working, community development
- Planning, leading and delivering pieces of direct work with children, young people and /or adults in a participative manner
- Direct work with Gypsy, Roma and Traveller children, young people and adults
- Providing advice / advocacy services
- Supporting children / young people and adults within the community
- Issues facing Gypsy, Roma and Traveller community
- Advocacy
- Participation

Other

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable)