


Travelling Ahead: Engagement Officer - Advice and Outreach

<p>TGP Cymru is one of 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.</p>	
<p>TGP Cymru Department: Family Services</p>	
<p>Responsible to: Team Manager: Travelling Ahead</p>	
<p>Location: Home Based – work and travel across North Wales region</p>	
<p>Purpose of role: The Travelling Ahead project provides an advocacy service working with Gypsy, Roma and Traveller communities around Wales (children, young people and adults) to access their rights and entitlements, address inequalities and tackle discrimination.</p> <p>The Travelling Ahead team has a Team Manager with three Engagement Officers in South, West and North Wales; all the team are home-based with a mix of virtual and face to face working. We also run an advice and support service to EU Roma families across Wales to apply for settled status in the UK.</p> <p>This temporary Engagement Officer post (18.5 hours) will work across North Wales alongside our existing staff focussing on a pilot project adding capacity to our wider Advice and Advocacy service.</p> <p>This advice and outreach post will engage further with Irish Travellers, Romani, Roma and other nomadic communities to strengthen and deliver outreach advice services in partnership with Citizen Advice services across North Wales.</p> <p>Funding for this post is on a temporary basis until March 31st 2024 though funding from the Citizen Advice Access grant.</p>	
<p>Accountabilities / Responsibilities</p> <ul style="list-style-type: none"> • Take responsibility for the development of elements of the Service's work as directed by the Team Manager • Develop opportunities (drop-ins/outreach) for Gypsy, Roma Traveller (GRT) community members, individuals, families and communities to access rights and entitlements and quality advice services. • Work with partners in the Citizen Advice network across North Wales to strengthen links and support effective services which meet the needs of GRT communities. • 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:

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

All staff are home based, requiring a mix of working practices and communication with clients and partners through telephone, email and other digital means as well as face to face and outreach as needed. A risk assessment process is in place to authorize face to face work if Covid Measures are reintroduced.

Access to TGP office space if needed may be possible depending on location

Qualifications

- A professional qualification in social work, youth and community work, or related discipline such as Health and Education (desirable)

Skills and abilities / competencies

The post holder will be able to:

- Work in a culturally competent and empowering way with all clients
- Plan and organize work and manage time effectively
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- 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:

- Knowledge and understanding of issues facing Gypsy, Roma and Traveller communities
- Direct work with Gypsy, Roma and Traveller communities or other groups who experience exclusion and discrimination
- Experience of providing advice, advocacy or support services
- 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

Other

- Commitment to equality, diversity and anti-racist practice
- 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)
- Display TGP Cymru values and behaviours at all times and actively promote them in others