

## Engagement Officer (AMSER Short Breaks Project) - Travelling Ahead

TGP Cymru is one of the leading Wales based charities, 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: Travelling Ahead

**Location:** Pan Wales role - Home Based – work and travel across Wales

### **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.

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.

This new post will work as part of the Travelling Ahead team taking responsibility for developing this pilot project working with unpaid carers from Gypsy, Roma and Traveller communities across Wales and delivering the AMSER-Short Breaks programme until 31<sup>st</sup> March 2025. The work will involve identifying and making links with unpaid carers through those in touch with our 'Travelling Ahead service; raising awareness of unpaid carers' entitlements and ensuring they have access to a range of support in their local areas.

Support will focus on the strengths of carers and the people they care for, facilitating conversations to explore and plan a quality break, both with and without the individuals they care for, to improve their wellbeing, increase their resilience and to help sustain their relationships.

Unpaid carers will be supported to access microgrants to fund short break opportunities with friends or family and self-care activities to improve their health and wellbeing and quality of life.

### **Accountabilities / Responsibilities**

- Lead on our Travelling Ahead 'AMSER' Short Breaks programme delivery across Wales; taking responsibility for the development of elements of the Service's work as directed by the Team Manager
- Make links and raise awareness, of the AMSER – Short Breaks scheme amongst Gypsy, Traveller and Roma communities/families and identify unpaid carers for the programme
- Support unpaid carers to access micro-grants for well-being activities and short breaks

- To plan and facilitate carers peer support meetings and to coproduce a programme of activities for carers
- Network with relevant partners in Carers Organisations across Wales to strengthen links and support effective services which meet the needs of GRT communities
- Assist the Team Manager to assess, monitor and report on the project's outcomes through the collection of appropriate information including feedback from service users.
- Ensure that records are kept in accordance with TGP Cymru's policies and procedures on recording, data management and child protection.
- Comply with the Service's financial and administration systems in accordance with TGP Cymru's policies and procedures.
- Ensure that equality of opportunity and anti-discriminatory practice is maintained, and that TGP Cymru's standards in this respect are applied.
- 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
- 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 /national 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.
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#### **Line management responsibility:**

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#### **Budget management responsibility:**

£0

#### **Grade:**

MS6

#### **Working conditions:**

**22.5** 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 methods as well as face to face and outreach as needed. This post is Wales-wide and will require travel.

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

**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
- Experience /knowledge of issues faced by carers/unpaid carers
- Relationship building, partnerships, multi-agency working, community development
- Planning, leading and delivering pieces of direct work with people 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