

Job description

Job title: Service User Participation and Engagement Worker

Location: Cutler Heights Lane, Bradford

Hours: 22.2 hours per week

Grade: Grade 2 (upper)

Service: Bradford Therapeutic Service

Reports to: Service Manager

Principal Accountabilities:

1. Use creative and innovative approaches to consult with service users around the delivery of our trauma informed therapeutic services.
2. Recruit and train a panel of parents and children to participate in staff recruitment processes.
3. Set up a young people's working group to reflect upon service delivery and implement innovative change.
4. Work with clinical leads to drive forward service user led changes to service delivery.
5. 'Hand holding' some vulnerable service users into essential wider services as required.
6. Provide information and assist with the production of reports and monitoring as required by our funders.
7. To help review the service evaluation materials and bring in line with the 'Future in Mind' strategic objectives.
8. Ensure all work is carried out to Family Action minimum standards and is designed and delivered to maximise agreed outcomes.
9. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect the health, safety and welfare of themselves and others.
10. Ensure that all assigned work adheres to Family Actions Safeguarding Policy and ensure LSCB procedures are followed in the event of any child protection issues or concerns.
11. Comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the Principles of these policies amongst colleagues, service users and other members of the community.

12. Promote a positive image of Family Action, representing the organisation in order to increase professional and public awareness of the organisation's work and of the views and needs of service users.
13. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
14. Adhere to Family Action's values which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services

Person Specification

1. Educated to degree level /NVQ level 3 or above. A qualification in youth work would be particularly welcome.
2. Demonstrate understanding of a trauma informed approach to working with children and their families.
3. Experience of facilitating groups.
4. Demonstrate skills and experience of working creatively with children and families
5. Demonstrate some understanding of the impact of interfamilial child sexual abuse and traumatic bereavement.
6. Experience of participation in multi-agency planning and ability to work effectively with the system around the child.
7. Excellent written and oral presentation skills, with ability to keep concise and accurate records and produce informative well-written reports.
8. Experience of health and safety principles, policies and procedures (within the context of service provision) and the ability to comply with Family Action's Health and Safety policy.
9. Demonstrate a working knowledge of child and adult Safeguarding protocols and procedures and ability to assess risk and respond appropriately to concerns.
10. Willingness to comply with Family Acton's Diversity and equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
11. The ability to work autonomously and to plan, prioritise, work under pressure and adapt to new models of working.
12. Knowledge and skills in the use of IT including the ability to use Microsoft packages e.g. excel, outlook.
13. The ability to work flexibly as required with an expectation of some occasional out of hours work and travel.
14. Willingness to adopt Family Action values:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services