

## JOB DESCRIPTION

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|---------------------------|-----------------------------------|
| <b>Job Title</b>          | Participation Lead                |
| <b>Position Number(s)</b> |                                   |
| <b>Department</b>         | Grenfell Dedicated Service        |
| <b>Section or Service</b> | Education                         |
| <b>Grade</b>              | Hay Grade 151 - £39,000 - £55,000 |

## DESIGNATION:

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| <b>Responsible to:</b>  | Senior Education Lead |
| <b>Employees directly supervised</b><br><i>(if applicable):</i>   | N/A                   |
| <b>Family Tree</b>  |                       |
| <p><i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i></p> |                       |

## **1. JOB PURPOSE:**

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The Dedicated Service has been set up to provide long-term support to survivors and those who were bereaved as a result of the Grenfell Tower tragedy. It is a pivotal part of the long-term recovery plans that the Council and NHS have committed to.

The Dedicated Service aims to support the survivors and bereaved to positively rebuild their lives and find their own personal paths to recovery by:

- Supporting families by directly providing the service within the team
- Helping families to navigate the wider services available to them through a range of different partners which they might need now or in the future
- Advocating on behalf of families when they encounter difficulties and doing everything the service can to find a way to help.

The service has been co-designed with the survivors and bereaved and their voice will continue to drive and shape the service as it continues to develop. Their voice is central to the governance of the service too.

The Dedicated Service operates out of a centre that is separate to the Town Hall and is co-located with the Grenfell United space. The service is formed of people from a range of backgrounds and specialisms, including health, justice, trauma, education and employment, and is operates in partnership with the NHS, Victim Support and the wider voluntary sector.

The nature of the service will change over time and will be dependent on the needs of the survivors and bereaved and the progress of the Public Inquiry and investigation.

We are looking for an experienced, effective and empathetic Inclusion & Participation Lead to lead on the participation and engagement of children within the bereaved and survivor cohort and promote the voice of the child to inform priorities and delivery of outcomes. We are looking for a person who can lead on the development and implementation of a mentoring scheme and peer mentoring scheme (including the recruitment, training and ongoing support of volunteers) and a person who can further the work of the Grenfell Dedicated Service Youth Offer, ensuring that it continues to impact service design and delivery within the Local Authority and NHS.

Personalisation and regular input and engagement with the survivors and bereaved and their representatives is key as the services must be community led and reflect the needs and wishes of those the service is established to service. As such, as an effective communicator and relationship builder, you will be as comfortable and effective speaking with and listening to individuals and families as you will be implementing various activity programmes and strategic planning.

In carrying out these activities, the Grenfell Dedicated Service will be valued through being proactive in providing trusted data and information for key stakeholders.

Key organisational links will be:

- External strategic partners, such as the West London CCG, CNWL and third sector partners.
- Corporate directorates such as Social Care, Public Health and Schools.
- External partners that facilitate and support the wider programmes and commissioning offer.

## **2. DESCRIPTION OF DUTIES:**

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- To work effectively as a part of the council's Grenfell Dedicated Service, delivering key objectives within the Grenfell Directorate through the work of the participation service for bereaved and survivor children and young people.
  - To implement, support and promote systems for involving children and young people in reviewing and influencing policies which affect them.
  - To link in to Grenfell Health and Wellbeing NHS Team and CAMHS CYP participative structures to ensure that bereaved and survivor children and young people have a clear and effective way of being involved in service design, delivery and evaluation for the council and for the Grenfell Health and Wellbeing NHS Team and CAMHS.
- To monitor and report on children and young people's views and experiences to managers, policy makers, the steering group and other stakeholders.
- To carry out development of projects from design to implementation, working alongside young people, stakeholders and with colleagues across the directorate and organisation.
  - To contribute to staff and partner agency training, ensuring appropriate involvement of children and young people.
  - To support the planning, organisation and delivery of participation projects and events.
  - Identifying and managing risks to projects by assessing and mitigating potential risks and escalating to senior managers and colleagues where needed.
  - To plan and take part in appropriate service planning forums, such as the steering group, management groups and other key stakeholder groups ensuring children and young people's participation is kept as a key priority.
  - To work alongside the Grenfell Health and Wellbeing NHS Team and CAMHS to develop, innovate and maintain creative methods and techniques of engaging children and young people.
  - To work alongside Grenfell Health and Wellbeing NHS Team and CAMHS to develop therapeutic opportunities for children and young people to access using cultural competencies and the voice of the child.
  - Recruit, train and match mentors to children and young people.
  - To line manage an apprenticeship within the Education Service and ensure they are meeting the needs of the bereaved and survivor cohort, ensuring that all performance management is undertaken and providing relevant support to ensure they can obtain their qualification.
  - Provide ongoing support and guidance to mentors and maintain appropriate channels of communication and safeguarding measures.
  - Produce children and young people friendly information and literature about services.
  - Monitor and evaluate the service and produce regular reports as required.
  - To work alongside the commissioning lead to develop an age appropriate offer of activities and extra-curricular activities that offer long term developmental opportunities to children and young people.
  - To work with a range of external partner agencies and organisations to develop opportunities for young people to participate in that supports their long-term aspirations.

**General Requirements**

- To carry out all duties in accordance with relevant Council, directorate and local policies, procedures and standards
- To be aware of the Council’s Health and Safety Policy and to work safely.
- To attend and participate in a range of meetings as appropriate, taking a co-ordinating approach where appropriate
- To participate in training and make constructive use of supervision and performance review to enhance opportunities for personal development, and to contribute improvements to the service
- To carry out the responsibilities of the post at all times with due regard to equal opportunities, the Data Protection Act and the maintenance of confidentiality and service user choice
- To develop good working relationships with all stakeholders
- To undertake any other appropriate duties as directed by line managers.

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**I agree to the above job description**

**Post Holder**..... **Date**.....

**Head of Service**..... **Date**.....

**3. DIMENSIONS:**

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**(WHERE APPROPRIATE)**

**Quote figures which give a picture of the job as follows:**

**(a) Annual budgetary amounts with which the job is either directly or indirectly concerned**

**(b) Any other statistics relating to the work**

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**I agree to the above job description**

**Post Holder**..... **Date**.....

**Director / Chief Officer**..... **Date**.....

**SELECTION CRITERIA/PERSON SPECIFICATION**

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|-------------------|--------------------------------|
| <b>Job Title:</b> | Inclusion & Participation Lead |
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**Conditions to Note:**

**Candidates:**

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

**Recruiting Managers:**

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

**Values & Behaviours**

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

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| <b>A</b> | <p><b>Equal Opportunities</b></p> <p>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>  |
| <b>B</b> | <p><b>Qualifications</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level of equivalent</li> <li>• Working knowledge of Microsoft products (Powerpoint, excel, etc)</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience of managing projects from start up through to delivery and evaluation.</li> <li>• Understanding and experience of using systemic practice within systems.</li> </ul> |

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**Skills; Experience and Attitude**

**Essential:**

**Personal style and behaviours:**

- A good listener, compassionate with good communication skills
- A committed, tenacious individual who will work with young people to enable them to rebuild their lives and build a positive future
- You take a resourceful and innovative approach to problems and a proactive approach to new opportunities
- Confident and resilient in challenging situations, with demonstrable experience of managing one's own emotions and health in stressful situations.

**Knowledge, Skills and Abilities:**

- An understanding and experience of working with people who faced serious trauma and/or bereavement.
- Good understanding of statutory and non-statutory services both locally and nationally.
- Ability to work effectively and communicate well with individuals and families from a varied cultural, sexual identity, religious and economic and social backgrounds.
- Ability to work collaboratively and in partnership with agencies both internally and outside of RBKC.
- Demonstrable experience of working flexibly to meet the needs of a diverse community
- Ability to present clear written reports and provide concise briefings to a range of audiences.
- Ability to work under pressure and at times significant public scrutiny.
- Good IT skills and knowledge of data management systems.
- Demonstrate sound working knowledge of safeguarding in respect of adults and children.
- Experience of delivering public services in a complex, multi-disciplinary environment and the ability to implement and maintain high quality service delivery.
- Ability to build relationships, and to work collaboratively and successfully in a multi-disciplinary team environment
- Experience of organising and prioritising a complex workload, managing multiple priorities, making the best use of supervision, training and staff development opportunities.
- Ability and proven experience of advocating on behalf of individuals and families.
- Substantial experience of performing a similar role.
- Experience and ability to work with children and young people individually and in groups, establishing effective working relationships which empower them.
- Experience of working in settings that promote the empowerment of service users.
- Experience of working with vulnerable children and young people from diverse backgrounds.
- Experience of successfully managing projects.
- Self-motivated and able to work effectively with others, as well as with own initiative.
- Strong interpersonal skills and ability and confidence to operate at all levels
- Experience of collecting, recording and analysing information and prepare and deliver reports for senior managers, steering group, bereaved and survivors and young people.
- Broad knowledge of issues affecting children who have experienced trauma, loss and separation.

| Our Values & Behaviours |   |
|-------------------------|---|
| <b>D</b>                | <div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>  |
| <b>E</b>                | <div style="background-color: #4caf50; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul> |
| <b>F</b>                | <div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>INTEGRITY</b></div> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>  |

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### WORKING TOGETHER

- We work together and in partnership with everyone that has an impact on the lives of our residents.
- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.