**Travelling Ahead: Engagement Officer**

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| 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:** Home Based – work and travel across South Wales region | |
| **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 Engagement Officers in South, West and North Wales; all the team are currently 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 Engagement Officer post will work as part of the team delivering the service across South 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 * Provide advice, advocacy, and opportunities for Gypsy Roma Traveller (GRT) community members, individuals, families and community advocacy work to access rights and entitlements and participate in decision making that affects them. * Develop, support and work in partnership with the members of the GRT community ensuring their voices are central to service provision and planning that affects their 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:**  0 | |
| **Budget management responsibility:**  £0 | |
| **Grade:** MS6 | |
| **Working conditions:**  30hours 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 currently 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 as Covid Measures are lifted or if they are re-introduced.  Access to TGP Cymru office space if needed may be possible depending on location  Travel to various locations across Wales and the UK may also be 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 * Experience of providing advocacy, advice or support services * Supporting children / young people and adults within the community * Understanding of issues facing Gypsy, Roma and Traveller community * Experience of participation work | |
| **Other**   * Display TGP Cymru values and behaviours at all times and actively promote them in others * 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) | |