

# Engagement and Participation Coordinator

G7

## **Our Vision**

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy.

## **Our Outcomes**

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

## **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

## **About the Service**

Staffordshire County Council's Health and Care directorate leads our statutory responsibilities for Public Health and Adult Social Care. We harness the resources of the whole council and partners to improve and protect the health of the population. We mobilise communities to support older and vulnerable adults. We respond to individual enquiries and concerns and make sure older and vulnerable adults get the care they need and are safe from harm. We maintain a market to

ensure care and support is available where necessary and at a price taxpayers can afford.

### **Reporting Relationships**

**Responsible to:**            **Strategic Engagement Lead**

**Responsible for:**        **NA**

The Engagement Coordinator will support the Strategic Engagement Lead to drive engagement and co-production across Health and Care. This is a practical role where your experience and knowledge in engaging and working with people who use health and social care services will support the skills and capacity development of the directorate to embed best practice.

### **Key Accountabilities:**

This job description provides an indication of the main duties involved but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of the directorate.

### **Raising Awareness**

- Support the promotion of engagement across Health and Care to influence stakeholders to embed co-production in everyday practice.
- Contribute to relationships and partnerships with internal teams regarding engagement that supports Health and Care strategic and delivery plans.
- Contribute to relationships and partnerships with local, regional, and national health and social care networks to support a consistent and strategic approach to engagement across the sector.

### **Quality Assurance**

- Support the development and review of engagement procedures and practice guidance across Health and Care to support a consistent and strategic approach to engagement across the Directorate.
- Collate performance and other data related to engagement practice to inform presentations and reports.

## **Embedding and Supporting Practice**

- Support the implementation of engagement procedures and practice guidance across Health and Care, to support colleagues to implement a consistent approach across the Directorate.
- Contribute to the development and review of engagement tools and resources for other directorates in the council to support consistent and best-practice approaches are adopted across the organisation.
- Develop and deliver training and learning opportunities for colleagues to implement engagement and co-production projects and initiatives.
- Coach and mentor colleagues to implement engagement and co-production projects and initiatives.
- Provide facilitation support to engagement and co-production projects and initiatives to support colleagues to gain skills and confidence leading on engagement projects and initiatives.

## **Other Duties**

- Positively represent Staffordshire County Council and its services in all interactions with the public, both in-person and online.
- To undertake any other duties, which, may from time to time, be allocated commensurate with the grading of the post, to ensure the needs of the directorate are met.

Post is subject to a basic DBS check.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Level 3 or above qualification in adult learning and training or equivalent</li> </ul>	A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Demonstrable knowledge of the framework and practices that promote meaningful engagement and co-production with people with lived experience of health and social care.</li> <li>Demonstrable knowledge of the principles that underpin co-production.</li> <li>Experience in coordinating or leading engagement projects and initiatives</li> <li>Demonstrable knowledge of the relevant legislation for health and social care</li> <li>Demonstrable understanding of the power imbalances that exist for people who use health and social care services.</li> <li>Demonstrable experience of building and maintaining successful relationships with people of different backgrounds</li> </ul>	A/I
	<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>Demonstrable commitment to the values and ethos of Health and Care and own continuous professional development</li> <li>Coaching and mentoring skills</li> <li>Training and group facilitation skills, including in-person and online.</li> <li>Interpersonal skills</li> <li>Demonstrable written and verbal communication skills for various audiences and levels of the organisation</li> <li>Conflict resolution skills for groups</li> <li>Proven track record in developing engagement tools and resources</li> <li>Proven track record in developing training tools and resources</li> <li>The ability to understand and identify how power dynamics play out in groups.</li> <li>Presentation skills, both in-person and online</li> <li>The ability to travel independently across the county as required.</li> </ul>	A/I

	<ul style="list-style-type: none"> <li>• Ability to demonstrate empathy for people.</li> <li>• Ability to demonstrate integrity and transparency.</li> <li>• Time-management and organisation skills</li> <li>• Ability to work independently and in a multi-disciplinary team.</li> <li>• Ability to build relationships and rapport using online communication methods.</li> <li>• Approaching challenge and change with a positive attitude.</li> <li>• Ability to deal with challenging and potentially negative feedback and interactions.</li> </ul> <p>This post is designated as a casual car user</p>	
--	--	--



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the  
**Recruitment Team on 01905 947446**