

Job Description

Engagement Worker

Service:	Elephants Trail
Responsible to:	Chief Executive
Salary range:	NJC spinal column points 18-22
Normal hours of work:	28 hours per week
Holiday entitlement:	28 working days
Principal place of work:	Innovation Forum, Salford (but working within neighbourhoods in Bolton, Bury, Rochdale and Salford)
Contract length:	for a fixed term expiring on 30 September, 2020

Job summary – main purpose of the post:

To creatively engage and support people with lived experience of severe and multiple disadvantage to participate in the project in its designated neighbourhoods. To support neighbourhood teams to maintain and develop people's participation.

Main duties:

1. Engagement.

- Engage a range of local people in the project neighbourhoods, especially those with lived experience of severe and multiple disadvantage.
- Develop and use a range of innovative and imaginative engagement methods and tools that are accessible, inclusive and credible with disadvantaged people.
- Define with local people what enables and what prevents them from participating.
- Identify with local people their main priorities, passions, inspirations and aspirations.

2. Strengths.

- Determine the 'positive deviants' amongst people with lived experience of severe and multiple disadvantage in the project neighbourhoods.
- Discover with local people uncommon but successful practices and strategies for participation, through inquiry and observation.
- Work with local people to identify their individual and collective strengths.
- Take notice and map assets within the project neighbourhoods that might sustain participation and co-production.

3. Creativity and innovation.

- Connect a core team or network of local people in each project neighbourhood.

<ul style="list-style-type: none"> • Design activities with local people to allow them to practice and keep learning. • Develop with local people in the project neighbourhoods creative and innovative solutions for participation and co-production, using their strengths and local assets. • Enable and facilitate mutual support and co-operation between project participants.
<p>4. Learning and evaluation.</p> <ul style="list-style-type: none"> • Monitor and evaluate with neighbourhood teams the learning from the project. • Document and share learning as it occurs • Use regularly a cycle of learning and improvement, focussing on <i>how</i> behaviours overcome challenges. • Contribute to data collection and project learning reports. • Engage with any external evaluation of the project.
<p>5. Sustainability.</p> <ul style="list-style-type: none"> • Maintain and develop networks, both formal and informal, within the project neighbourhoods and with colleagues in other local agencies. • Support neighbourhood teams to develop action plans, based on the learning and reflection drawn from practice. • Work with local people and neighbourhood teams towards sustainability of activities.
<p>6. Celebration and marketing.</p> <ul style="list-style-type: none"> • Plan and hold a celebration with all participants. • Support any reporting of the project to other agencies. • Work with project lead to develop appropriate local marketing for the project, and potential for spread to other neighbourhoods.
<p>General work-related expectations – for all staff.</p> <ol style="list-style-type: none"> 1. Work within the organisation’s mission and values. 2. Contribute to organisational planning and development. 3. Work in accordance with all policies and procedures of the organisation. 4. Work in accordance with all relevant legislation. 5. Contribute to the organisation’s marketing and publicity. 6. Undergo regular supervision and an annual appraisal. 7. Identify and do learning and development, as appropriate. 8. Undertake any other duties appropriate to the post, as required.

Person Specification

Engagement Worker

Requirements	Essential/ Desirable	Method of Assessment
1. Skills and competencies		
(a) Strong ability to creatively engage people from different backgrounds and cultures, both individually and in groups	E	A / I / E
(b) Strong ability to value, motivate and support others, both individually and as a team	E	A / I / E
(c) Ability to identify strengths and assets in locations usually defined by needs and deficits	E	A / I
(d) Strong problem-solving and decision-making skills, especially in situations requiring innovation and creativity	E	A / I
(e) Excellent communication skills in English – written, verbal and listening	E	A / I / E
(f) Strong ability to influence, persuade and negotiate, including to manage conflict and to facilitate groups and discussions	E	A / I / E
(g) Ability to work alone without direct supervision, as well as within a team	E	A / I
(h) Good skills in recording, managing and presenting information to a range of audiences	E	A / I
(i) Good level of IT skills, including competence with Microsoft office (or similar) and social media	E	A / I / T
2. Knowledge – type and depth		
(a) Excellent knowledge of effective and creative methods of participation and involvement	E	A / I / E
(b) Good understanding of issues for people with lived experience of severe and multiple disadvantage	E	A / I
(c) Good knowledge of the key influences on power and control by communities, and awareness of political context	D	A / I
(d) Good knowledge of Greater Manchester and its communities	D	A / I
3. Learning and development – type and depth		

Requirements	Essential/ Desirable	Method of Assessment
(a) Good record of ongoing personal development and learning	E	A / I
(b) Commitment to further learning and personal development	E	A / I
4. Experience – quality and relevance		
(a) Experience of setting up and working within projects and systems	E	A / I
(b) Experience of effective working with people with lived experience of severe and multiple disadvantage	E	A / I
(c) Experience of effective working with community groups and organisations	E	A / I
(d) Experience of planning and organising work to meet targets	E	A / I
5. Personal qualities and circumstances – essential and directly relevant to post		
(a) Strong affinity with the mission and values of the organisation	E	A / I
(b) Passionate about encouraging participation by people from all walks of life	E	A / I
(c) Awareness of own strengths and weaknesses, with good time management skills	E	A / I
(d) Resilience in the face of challenging circumstances	E	A / I
(e) Personal commitment to equity and diversity across society	E	A / I
(f) Ability to travel easily around Greater Manchester	E	A / I
(g) Willingness to work occasional unsocial hours (such as evening or weekend)	E	A / I

A = application form
E = exercise
I = interview
T = test