

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Group:</b>	COMMUNITY AND CHILDREN'S SERVICES
<b>Division:</b>	Children's Services
<b>Section:</b>	Safeguarding and Support
<b>Sub Section:</b>	Safeguarding Business Management Unit
<b>Post Title:</b>	Communications and Engagement Officer
<b>Vision Post Number:</b>	14815
<b>Grade:</b>	GR 9
<b>Responsible to:</b>	Cwm Taf Safeguarding Boards Business Manager
<b>Posts Reporting to this Post:</b>	
<b>Team:</b>	Safeguarding Business Management Unit
<b>DBS Required Level:</b>	Enhanced
<b>Location:</b>	Ty Catrin
<b>Date of Description:</b>	03/09/2018

### KEY OBJECTIVES

Lead on the implementation, monitoring and review of the Communication, Engagement and Participation Strategies to support the statutory functions of the Cwm Taf Safeguarding Board.

### SPECIFIC RESPONSIBILITY

Develop and implement the work plan and specific action plans to achieve the priorities of the Board's Engagement, Participation and Communications Sub Group, in conjunction with the Sub Group Chair.



Carry out a review of the Board's Participation Strategy and develop active mechanisms for the engagement and consultation with children, young people and adults at risk.

Lead on actions to promote the Safeguarding Board to both professionals and the public via various methods including publications and events.

Lead on the co-ordination of National Safeguarding Week on behalf of the Board, including involvement in the associated Task Groups and All-Wales groups.

Update and maintaining the Safeguarding Board's website, including the production of relevant analytical data to demonstrate its effectiveness.

Produce and maintain a repository of learning generated via the Board's Quality Assurance and Reviews Sub Groups functions, identifying themes and using effective methods of dissemination and evaluation to maximise impact.

Co-ordinate and facilitate task and finish groups and development projects linked to the Board's Communication, Engagement and Participation functions.

Assist with the production and design of the Safeguarding Board's Annual Plan and Annual Report, including supporting the Boards' self assessments and other development events and identifying opportunities to involve children, young people and adults at risk.

Maintain and develop up to date knowledge of legislation, guidance, policy and procedures (nationally and locally) in relation to safeguarding children and adults at risk.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***



## PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>KNOWLEDGE / EDUCATION</b>	<p>An excellent knowledge and understanding of communication and engagement methods and strategies.</p> <p>An excellent knowledge of computer based systems, including Microsoft Office, databases and website development.</p> <p>Understanding of confidentiality and the General Data Protection Regulations.</p> <p>A qualification in a relevant area equivalent to NVQ 3.</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a>.</p>	<p>Outcome focussed action planning</p> <p>Knowledge of adult &amp; children's safeguarding, including the legislative context</p> <p>Knowledge of performance management frameworks</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
<b>EXPERIENCE</b>	<p>Contributing to the development and monitoring of action plans / work plans.</p> <p>Working with a range of IT systems, such as Windows based packages, databases, social media platforms and website content management systems.</p> <p>Using effective methods of communication and engagement with the public.</p> <p>Communicating / liaising effectively with a range of staff and agencies.</p> <p>Organising and planning events.</p>	<p>Experience of adults and children's safeguarding processes and procedures.</p> <p>Facilitating meetings.</p> <p>Data analysis.</p> <p>Working in partnerships or in a multi-agency environment.</p> <p>Writing and presenting reports.</p>

<b>COMPETENCIES</b>		
<b>Working in Partnerships and Team</b>	<p><b>Build lasting, positive &amp; supportive relationships with a wide variety of people.</b></p> <p>Is proactive and positive about giving support, advice, guidance and sharing best practice with colleagues.</p> <p>Will go 'over and above' what's normal to contribute to the team's effectiveness.</p>	
<b>Communicating effectively</b>	<p><b>Has a pleasant and friendly communication style.</b></p> <p>Produces excellent and accessible written material.</p> <p>Listens to others, is receptive and actively checks they've understood the message.</p>	
<b>Professional Expertise and Development</b>	<p>Takes feedback positively and uses it to develop; learns from mistakes.</p> <p>Analyses and evaluates information and data accurately.</p>	
<b>Managing Resources</b>	<p>Plans well in advance to meet deadlines.</p> <p>Anticipates problems and takes action to reduce the risk of things going wrong.</p>	
<b>Achieving Results</b>	<p>Takes pride in delivering high quality work for the benefit of service users.</p> <p>Is proactive and flexible to changing demands and knows when to compromise.</p>	
<b>Focussing on Service Users</b>	<p>Maintains appropriate customer confidentiality.</p> <p>Treats customers in a non-judgmental, polite and respectful way.</p> <p><b>Acts in order to understand the needs of internal customers and service users.</b></p>	

<p><b>Creating and Responding to Change</b></p>	<p>Engages with new ideas and looks for ways to make them work.</p> <p><b>Contributes ideas to better manage systems, processes or practices.</b></p> <p>Finds way to use new learning.</p>
<p>Being Accountable</p>	<p>Takes a positive attitude towards delivering work.</p> <p>Is always open, honest and transparent.</p>
<p>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</p>	<p>Ability to work flexibly.</p> <p>Must be able to travel independently throughout the Service area.</p>