

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>5PCS</b>	<b>Role Title</b>	<b>Participation Assistant</b>
<b>Grade</b>	PS5	<b>Reports to (role title)</b>	<b>Senior Participation Officer</b>
		<b>Directorate / School</b>	<b>Children, Families, Lifelong Learning</b>
<b>JE Band</b>	161-191	<b>Service / Department</b>	<b>Quality and Performance, The User Voice and Participation Team</b>
		<b>Date Role Profile was created</b>	<b>01/05/2024</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	Participation Assistant - facilitate fun and engaging participation opportunities and projects to enable children and young people to have their voices heard. Their voices will influence professional practice and service development, ultimately improving children and young people's experiences and outcomes.
<b>Work Context</b>	<p>The Quality and Performance directorate is made up of multiple strategic services which support and inform operational services in the council on how to better engage with our partners and customers, including children and young people, helping us to continuously improve.</p> <p>Participation Assistants will sit in the User Voice and Participation team, our vision statement is: We improve Surrey services by empowering children and young people to be heard on the things that are important to them!</p> <p>Participation Assistants will work directly with children and young people who are currently using or have used council services. For example, children and young people who access emotionally wellbeing and mental health services, children and young people with additional needs and disabilities, and care experienced children and young people.</p> <p>The focus of this role will be embedding participation and building strong professional relationships with children and young people, creating a safe space for young people to share their views and feedback.</p>
<b>Line management responsibility</b> if applicable	No line management responsibilities however support junior members of team.
<b>Budget responsibility</b> if applicable	No budget responsibilities, however will support budget spends for participation projects.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> <li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>• Conduct standard assessments of service users' circumstances and issues and contribute to reviews of individual programmes under supervision from more senior colleagues.</li> </ul> <p>Case Management</p> <ul style="list-style-type: none"> <li>• Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress.</li> <li>• Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan, organise and supervise allocated activities within procedural and regulatory framework.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Support other team members and demonstrate understanding of others' needs and views.</li> <li>• Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Assist in the induction of new staff and by sharing expertise and knowledge within the team.</li> <li>• May oversee and guide more junior staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<p>Vocational Qualifications Level 2 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</p> <ul style="list-style-type: none"> <li>• Awareness of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with social care needs, to gather appropriate information and to reach a view about the likely type and source of assistance.</li> <li>• Able to present options and choices and support others to come to their own conclusions.</li> <li>• Good written and oral communication skills with the ability to build relationships with a range of stakeholders.</li> <li>• Competent in a range of IT tools including databases and MS Office.</li> <li>• Ability to explain processes and concepts in simple terms, maintain appropriate records, and to build effective relationships with service users and others.</li> <li>• Able to manage own time effectively and identify priorities.</li> <li>• Ability to work effectively and flexibly as part of a team.</li> <li>• Ability to guide and support less experienced or more junior colleagues</li> <li>• Experience of working with the user group.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Knowledge and experience of building strong working relationships with children and young people.</li> <li>• Ability to contribute to the team's activity planning and to create fun and engaging ways for children and young people to share their views.</li> <li>• Knowledge of the Rights of the Child, Participation and Co-production</li> <li>• Prepared to be flexible and available to work evenings and weekends to support children and young people's participation projects.</li> <li>• Enhanced DBS</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level provide practical social care services under direction to improve the quality of life of service users with a range of challenging problems. They liaise with service users, colleagues and other agencies to ensure good service to users. Some roles may oversee and guide the work of more junior staff. Role holders will typically be expected to work in terms of the vocational qualifications in social care and may be encouraged to consolidate their experience through accreditation at level 2. They will need to have the ability to acquire a knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. They will be subject to supervision but will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>
<p><b>Reference Number</b></p>	<p>BM-2024-175</p>