

Job Profile

Job Title: Participation Development Officer
Job Grade: Level 4 Zone 1
Salary Range: £44,579 – £50,706

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we are not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Role Purpose

To lead responsibility for driving user engagement and participation activities to inform the policy, planning, development, commissioning and co-design of statutory children and family services. The role provides specialist expertise in applying user engagement knowledge and experience to transform and create high quality services and improve outcomes for children and families. This post has direct bearing on corporate leadership performance implicit in Ofsted inspections and on Local Authority and national prioritisation of participation of families in decision-making that affects their lives..

We take pride in getting it right first time and you will receive the training and support you deserve to help you deliver for this already first-rate service from day one. If you have the commitment, drive, and ability to deliver high service standards across the borough, then you are the person we are looking for.

Example outcomes or objectives that this role will deliver:

- To contribute to the design and implementation of a framework of user engagement activity that leads to the improvement, development, and transformation of services for children and families.
- To contribute to the project management of bespoke projects and to support colleagues across the organisation to ensure the involvement of service users in service planning, co-design, development, and commissioning of services for children and their families including responsibility for convening and co-ordinating the Participation steering group. This will include, but is not limited to the following programmes of work:
 - Managing Camden's parental advocacy offer, which matches parents involved in our Child Protection system with parent peer advocates, who share their expertise by experience to empower the parents to engage with and hold to account social work involvement in their children's lives. You will need to recruit and train new advocates and oversee the work of the current team on an on-going basis while ensuring that the service meets the needs of Family Help and Safeguarding.
 - Overseeing the Family Advisory Board, an established group of Camden parents who have had involvement with Child in Need and Child Protection services in the past and work on parental participation in Camden's services on an ongoing basis. This will include promoting the FAB across Social Work teams, recruiting new members to the Board and ensuring frequent and meaningful involvement by FAB in consultation and participation across Family Help and Safeguarding.
 - Coordinating Camden Voices Against Abuse, a network of parent survivors of Domestic Abuse. Your focus will be on ensuring their participation in and influence on Camden's domestic abuse offer.

- Supporting everyone in Children and Learning and our partners, to work to the new 'Working with Parents' principles set out in statutory guidance Working Together to Safeguard Children 2023
- To have liaison and reporting role to engage with corporate boards such as the Corporate Parenting Board, the CSCP and the CSF scrutiny committee.
- To develop specialist expert advice and leadership on meeting all applicable policy and statutory requirements for user engagement and the development of new policies and strategies.
- To work with a variety of disciplines, agencies, stakeholders, and environments both within the organisation and with external partners to deliver corporate and directorate priorities for service development through user engagement.
- To lead on research projects related to user engagement and the analytical use of data and research to produce complex reports and interpretation of policy, quantification of outcomes, and assessment of impacts to improve services.
- To represent Camden on initiatives relating to user engagement and participation across London and at a national level.
- Contribute to the development of innovative policies and strategies that ensure the effective participation and engagement of Camden service users (including children, foster carers and families).
- Delivery of a programme of user engagement projects that assure the co-design, development, and improvement of frontline social work services to children and families in line with key statutory and corporate priorities.
- Development and delivery of a system of user engagement monitoring and feedback mechanisms to ensure the opportunity to participate and receive feedback on impact of participation for all service users.
- Development, delivery, and management of training programmes on the principles of user engagement and the development of associated skills for social workers, safeguarding partners, foster carers and young people.

About you

Qualifications:

Qualification in a recognised project management or improvement discipline would be beneficial, or experience commensurate with the requirements of this post

- Education to a degree level - desirable
- Project management qualification (prince2 or equivalent) – desirable
- Social work degree – desirable

Technical Knowledge and Experience:

- Extensive experience of working in a social care and education setting providing services for children and their families and foster carers
- Extensive experience and building trusting relationships with young people and their families
- In-depth knowledge of the key policy, legislative and professional developments relating to statutory work with children and families
- Experience of participating in user engagement and participation projects
- Experience of working collaboratively and in partnership across agencies and with senior stakeholders to deliver improved outcomes for children and young people
- Experience of writing and presenting complex information to a wide range of stakeholders, including senior leaders, cabinet members, scrutiny committee, frontline staff and service users.

Additionally, the post holder is expected to have experience of/display the following:

- High level of innovative thinking skills and the ability to deliver creative solutions to add value
- Strong presentation and report writing skills
- Ability to take responsibility for own work in uncertain and fast-paced circumstances and to consistently achieve and deliver to time

People Management Responsibilities:

No Direct Reports.

Relationships:

The post holder will report to the Participation Development Senior Officer

The post holder is responsible for developing and maintaining collaborative relationships at all levels internally and externally, including senior management, elected members, partner organisations, national organisations, government departments and service users. The post also involves representing Camden at London wide fora and networks.

Work Environment:

This busy role requires the post holder to be flexible in their approach, as they are required to work with a variety of teams and locations within the borough and externally; they are also required to work additional hours and evenings.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG