



JOB DESCRIPTION

POST:	Involvement and Participation Lead
LOCATION:	South Services
RESPONSIBLE TO:	Involvement and Participation Manager
DBS CHECK:	This post is subject to Adult Workforce Regulations

JOB PURPOSE:

To support the delivery of our People Shaping P3 and P3 Housing Participation strategic work plans within your region. You will work with the people we support, staff, external agencies and stakeholders to improve the quality of P3's services, through the meaningful involvement and participation of our experts.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Work with the Involvement and Participation Manager, P3 services and core departments to provide innovative platforms for the people we support to shape the work we do.
- Engage with services, external agencies and stakeholders to set up opportunities for the people we support to influence the communities they live in.
- Develop toolkits to support staff in services to deliver local People Shaping P3 initiatives, events, activities and projects.
- Work with the people we support to co-produce and develop training materials that give people the platform to share their lived experience and improve the quality of the training our staff receive.
- Deliver P3 Customer Service training and workshops to staff, co-delivered by people with lived experience.
- Ensure that services identify people's support needs to be effectively involved in People Shaping P3.
- Support the implementation of P3's Young People's Engagement and Participation Strategy and attend the Young People's steering group.
- Promote, facilitate and provide accurate minutes for Ask the Experts

consultations that feed into shaping policy and best practice across the organisation. You will share positive changes made through involvement and participation.

- Support services to meet quality standards set by the people we support, through People Shaping P3.
- Work with the Involvement and Participation Manager and Strategic Lead (Involvement) to deliver the annual Valuing Involvement in P3 (VIP3) conference.
- Ensure that services are involving people with experience of receiving services in the recruitment and selection of P3 staff, providing them with training and guidance.
- Work with the Communications team to ensure that the people we support influence our Communications strategy through our People Shaping Comms working group and continue to coproduce communication materials.
- Work with the Involvement and Participation Manager to monitor, evaluate and capture the impact of People Shaping P3 projects, events and activities.
- Offer advice and guidance to services and core departments around Involvement in your region.

TEAM WORK

- Work with the People Shaping P3 team and services within your regions, assisting in involvement and participation related projects, activities and events.
- Work with the other Involvement and Participation Lead to share best practice.
- Attend the annual People Shaping P3 team away day.

QUALITY

- Deal with complaints in accordance with P3's agreed procedures.
- Deliver complaints, compliments and suggestions training within your region.
- Support services to meet the quality standards set by the people we support through People Shaping P3 and continually strive to improve service delivery.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Involvement and Participation Lead

	Essential	Desirable
<p>Qualities</p> <p>Must be able to demonstrate the following qualities and values;</p> <ul style="list-style-type: none"> • Committed (to involvement and participation) • Innovative and creative • Confident and proactive • Engaging, professional and motivational • Flexible (working hours and locations) • Open minded and non-judgemental • Empathetic and understanding, recognising and challenging barriers to becoming involved 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience</p> <p>It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • A strong commitment to involvement and participation. • An experience and love of working with people. 	<p>✓</p> <p>✓</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • A sound understanding of people's needs • An understanding of quality from the perspective of people who use services. • Knowledge and understanding of external partner agencies • Good understanding of IT and reporting. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people from all backgrounds. • Organised and able to lead on projects and motivate and provide support to those involved • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records and share impact of the work you do • Able to travel around the region • Must be able to respond flexibly to people’s needs 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • Commitment and desire to attend training relevant to the post 	<p>✓</p>	