**Role:** **Involvement and Engagement Co-ordinator, Staple Hill –**

**Bristol**

**Reports to: Volunteer and Involvement Lead (VIL)**

**Hours of work: 21.5 hours per week**

Salary: £30,250.00 per annum (full time equivalent)

**Job Purpose**

To facilitate the development and coordination of all aspects of involvement and engagement to ensure that the people supported by Milestones Trust can influence the operation of the Trust’s services in line with the Milestones Involvement Policy.

The Involvement Coordinator will coordinate the work globally across all divisions of the trust working closely with the people we support, The Volunteer and Involvement Lead, Operations and Service Managers to implement the Involvement Strategy and increase co-production with the people we support across the organisation.

**Accountabilities**

* Participate in the schedule and administration of the gathering continuous feedback project from the people supported by the trust and people who are important to them. This may include conducting surveys; collating and reporting on data collected from surveys and observational visits at services by the Quality Team; presenting these results, including any areas for development and improvement, in an accessible and meaningful way for a variety of audiences including the Board of Trustees and Operational Leadership.
* To work with the Volunteer and Involvement Lead to co-ordinate regular meetings of the People’s Council (Voices4Choice) to ensure it continues to develop and remains an important link between the people we support, trustees and the leadership of the organisation. To support the Chairperson to feed back the issues discussed to the Leadership Team.
* To work with the Volunteer and Involvement Lead and Volunteer Coordinator to co-ordinate regular events, which encourage staff, volunteers, trustees and the people we support to come together. These could be Walk and Talk events or coffee mornings in services for example.
* Ensure that the involvement activities and events provided for people we support reflect the values and objectives of the Trust i.e. to recognise Autism awareness week and also external lobbying or campaigning i.e. ensuring that people are given the opportunity to meet and ask questions to local candidates in elections.
* To work with the VIL and network with similar organisations and roles in the charity sector and remain aware of emerging trends and best practice in involvement and co-production and issues that affect the rights of people with learning disabilities and/or mental health needs. Use this learning to drive continuous improvements and developments in the trust’s involvement strategy and work.
* Keep up to date with all aspects of legislation / policy i.e. Accessible Information Standard, relating to people with learning disabilities, mental health needs and dementia and ensure this is reflected in involvement activity
* Coordinate, develop and deliver learning workshops alongside the Learning Dept. that support the Experts by experience team (Ebe) with training and learning, for example to develop their understanding of data protection, safeguarding, equality and diversity, conducting interviews etc.
* To liaise with Marketing and to write articles and content for social media, various trust publications and communication platforms about planned events, involvement opportunities and successes of our co-production work.
* To manage Ebe administration and support individuals with payroll, learning, AL, contracts and working with other departments to ensure Ebe data is correct and maintained.
* Work with the Involvement and Volunteer Lead to devise and develop and network of Involvement Champions across the organisation.
* Work with South Glos Council to coordinate the service user representative group of the Learning Disability Partnership Board, which meets 5 times a year + preparation meetings, increasing co-production in South Glos
* To travel to services and community projects in the Bristol, South Glos, North Somerset and BANE’s areas, promoting involvement and engagement opportunities to all
* Work with and support recruiting managers to ensure PWS involvement in recruiting new staff
* To work with the Volunteer and Involvement Lead, Operations and Service Managers and the Quality team to develop best practice.
* To identify, and share areas of excellence and good practice to ensure that the Trust is able to spread best practice in all its services.
* To ensure inclusion and equity in work, ensuring that all the people that we support have a chance to be involved if they wish.
* To promote and demonstrate Trust values in all professional relationships in daily work.
* To self-administer work, prioritise busy work schedules, with a thorough attention to detail.

**Key results area/measures for the role**

1. People supported by the Trust and, where appropriate, their family/ carers, know and can demonstrate that their voice is heard in feedback relating to Trust services.
2. People supported are involved and engaged in Trust activities, and this can be evidenced through, for instance, recruitment records, working groups, Voices 4 Choice attendance or attendance at events.
3. Regular, meaningful and thorough satisfaction surveys are undertaken and reported formally to Trust senior management enabling changes and developments to services to be considered and undertaken.
4. The Trust can demonstrate that its practices reflect current knowledge and are high in quality and that it nevertheless is driven to continuous improvement.
5. The morale and wellbeing of the experts by experience team is promoted and actively supported. A healthy, supportive and pro-active attitude is promoted to internal and external partners at all times.

**Person Specification**

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|  | **Essential** | **Desirable/Ideal** |
| **Qualifications** | Educated to degree level or equivalent  |  |
| **Skills** | Effective organisational skills demonstrated by successful management of multiple projects achievement of deadlines and priority settingAbility to work on multiple work streams simultaneously and manage time effectivelyExcellent administrative and IT (MS Office) skills and willingness / ability to learn business systems relevant to your roleAbility to build and maintain positive working relationships demonstrated by joined-up, partnership working on activities, positive role modelling and influencing of othersAbility to work a diverse range of people with different communication styles and needs, eg service staff, trustees, people we support, volunteers, external partnersStrong professional boundaries and can work both autonomously and as part of a teamExcellent verbal, written and presentation communication skills Ability to engage in reflective discussions in supervision/1:1 sessions with line manager.Awareness of national good practice on involvement and inclusionThorough attention to detail  | Experience using Survey MonkeyExperience using CanvaExperience writing risk assessmentsExperience making documents in an Easy read format |
| **Experience** | Minimum 2 years professional, experience of working with people with learning disabilities, people living with dementia, and/or mental health needsWorked in a public sector or charity setting in a similar coordination role (i.e. advocacy, engagement, participation, involvement, co-production, human rights) or lived experience as a carer or as person who has received support.You have experience of leading and coordinating a range of projects with competing demands and stakeholder requirements. You have experience of carrying out consultation work and developing effective communication channels with people through surveys, focus groups and interviews Experience of promoting and facilitating the effective and meaningful implementation of involvement at individual, service and organisation level i.e. policies, accessible information, newsletters, events information You have co-ordinated a range of events | Experience writing reports for senior management and trusteesExperience writing case studies and reports for internal and external marketingExperience of working in regulated care and support services (CQC registered or Supported Living)Experience working with and supporting volunteers |
| **Other** | Commitment to the core values of the TrustWillingness to be flexible, adaptable and responsive to change | Full drivers licence and use of own transport with appropriate insurance |