

Job description

POST TITLE:	Co-production & Engagement Officer
DIRECTORATE:	Adults, Health and Integration
SERVICE:	Adult Services
GRADE:	PO3
LOCATION:	Hackney Service Centre
RESPONSIBLE TO:	Transformation Programme Manager
RESPONSIBLE FOR:	N/A

PURPOSE OF THE JOB

- To champion and embed a culture of co-production and engagement throughout Adult Social Care and with wider partners, advising and equipping others to develop meaningful ways to engage with residents and co-produce services.
- To empower people with lived experience across the Adult Social Care system to improve how services are developed, reviewed and delivered through co-production and involvement with people in the community
- To ensure approaches to co-production and engagement reflect the Council's equality objectives in order to eliminate discrimination, advance anti racist practice and narrow equality gaps.
- To provide support to key areas of transformation across adult social care

MAIN AREAS OF RESPONSIBILITY

Embedding co-production principles and practice

- To promote and embed a culture of co-production across Adult Social care
- Develop new and creative co-productive ways of working. Facilitating co-production within the plans of key transformation projects
- Support and advise staff to ensure residents are involved in the development and/or delivery of other key strategies that aim to deliver shared health and care outcomes.
- Develop guidance for staff and ensure all required policies and procedures related to co production are developed and embedded, building on existing

good practice such as the City and Hackney Co-production Charter.

- Support and train staff to identify opportunities where resident engagement, feedback or co production would be useful when delivering service improvement, transformation or commissioning, and what methods to use.
- Ensure co production activity and impact is documented effectively, shared widely, and can be evidenced to regulators such as the Care Quality Commission (CQC).
- Support people who draw on adult social care to enable them to develop the skills to contribute to co-production meaningfully and active
- Work across a range of projects to support service improvement initiatives and to embed resident views and feedback.

OTHER DUTIES AND RESPONSIBILITIES

- Undertake any duties appropriate to the job grade and consistent with the scope of the role, when required by their manager.
- Keep abreast of current and upcoming priorities, and identify opportunities to work closely with ICS and other partners on engagement and co production activities.
- At all times carry out responsibilities/duties within the framework of the Council's Equal Opportunities, Health and Safety and HR policies.
- Ensure all the services within the area(s) or responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
- The post holder will on occasion be required to work outside of normal office hours, including attending evening meetings.
- Actively contribute to the team's high performance culture as well as achieving team targets.

Person Specification

EXPERIENCE

- Experience working in adult social care, NHS or similar environments.
- Experience of initiating, developing and implementing projects and being accountable for project delivery within defined deadlines.
- A track record of successful project/programme management aimed at delivery of effective commissioning arrangements, service improvement programmes and/or strategies.
- Experience of leading service user engagement and co-production programmes.
- Experience of initiating and working within partnership arrangements with multiple and varied stakeholders.
- A proven track record of working successfully with partner agencies and stakeholders, and setting and managing expectations.
- Experience of delivery of either adult social care or health services policy and strategic improvement initiatives.

KNOWLEDGE

- Knowledge and understanding of relevant health and social care legislation and guidance, and their impact on the adult social care system.
- Knowledge and understanding of health and social care systems, including plans and approaches to integrating services.
- Knowledge and understanding of the role of health, wellbeing and prevention in modern social care services.
- Knowledge and understanding of the needs of adult social care service users
- Knowledge of current tools and best practice in project management, resident engagement and co-production, commissioning and delivery.
- An understanding of the diverse range of communities and their needs within Hackney, and ensuring that these are the focus of organisational activity.
- Demonstrate a high level of knowledge and understanding of equality, social inclusion and sustainability.
- High level of knowledge of the importance of designing services and strategies for the residents that use them, and methods to deliver this.

ABILITIES

The post holder should be able to demonstrate their ability to:

- Work in a high pressure environment, identify and deal with a high range of sensitive issues and manage competing priorities.
- Co-produce programmes of work and strategies with a wide range of stakeholders, most importantly, residents.
- Plan and lead effective and accessible programmes of co-production, including workshops, meetings, 1:1 discussions, ongoing engagement events etc.
- Communicate clearly, sensitively and in accessible formats to a wide range of audiences.
- Set and manage expectations for a wide range of stakeholders.
- Work flexibly as a team member to achieve service objectives, targets and projects.
- Adopt a personal and professional approach, which creates credibility which inspires confidence of colleagues, partners and stakeholders.
- Advise and provide guidance on complex policy or legislative issues.
- Set personal priorities, objectives and deadlines while maintaining a focus on the key service priorities/deliverables.
- Manage and direct major service delivery initiatives and projects from inception to implementation within budget and set timescales.
- Write and embed effective strategies to guide the work of complex organisations.
- Plan, develop and implement formal consultation, engagement and contracting relationships. Open to change and receptive to new ideas and fresh perspectives in achieving outcomes.
- Present information to diverse audiences (including service users, providers, statutory agencies and other stakeholders) in a variety of formats.
- Evidence understanding of the corporate objectives.
- Adopt political sensitivity in all job tasks.

SKILLS

The post holder should be able to demonstrate their skills in:

- Resident engagement and co-production techniques.
- Workshop facilitation and meeting chairing.
- Communication & presentation: ability to communicate with a range of stakeholders, partners and colleagues, in a range of formats.
- Report and strategy writing.
- Research, analysis and reporting.
- Project and programme management.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.