

Participation Worker

About Mindworks: Mindworks is an exciting model of alliance working including 13 partners, working together to deliver services for CYP EWMH. Mindworks is currently in year 4 of a 7-10 year contract and is continuing to evolve via an ongoing transformation programme. This role is hosted by SWP, reporting to and working closely with the Mindworks User Voice Lead to help achieve the alliance objectives of this role.

About Surrey Wellbeing Partnership: The Surrey Wellbeing Partnership (SWP) is a formal joint venture of local and national charities that support children, young people and families in Surrey and is a registered charity. Our purpose is to combine the strengths, experience and reach of the charity sector in Surrey to participate in larger contracts and continuously improve the help and support that is available for our beneficiaries. We are particularly focussed on providing preventative support or early interventions with CYPF to avoid emerging situations turning into a crisis.

Job Description

Purpose of the role

- **Provide support to drive the system wide approach to user participation by all Mindworks Surrey service partners.**
- **Provide support to champion User Voice and participation throughout the Mindworks alliance and wider Surrey system,** to help make this part of the way in which we work.
- **Connect to and amplify data around experience, need and feedback to support a deep understanding of need and experience** in the emotional wellbeing and mental health space and help increase the influence of insights.
- **Support the delivery of our chosen model, the Lundy Model of Participation and our rights based approach to participation.**
- **Provide support to Mindworks colleagues to develop their knowledge, skills, and experience about participation** in various ways, with the Mindworks User Voice Lead.

A strong belief in the value of this work is key to its success and the ideal candidate will be committed to helping create an Alliance culture of continuous improvement by putting children, young people and families at the heart of systems change.

Key responsibilities

Operationalising the Mindworks Participation strategy

-The central focus of the role will be to support the Mindworks User Voice Lead in implementing the overarching Mindworks Participation strategy via various initiatives, in collaboration with staff, young people and families.

-Lead the analysis of feedback/insights including our quarterly experience of service questionnaires, our annual Children & Young People's Survey, User Voice Coordination group insights and national and local data, where relevant.

-Support to amplify insights identified via the participation of children, young people and families, in various spaces and places across the system.

-Lead on creating content for participation related updates for various internal and external platforms, including feedback loops to children, young people and families via our public facing 'Get Involved' website page, and our staff internal extranet/newsletters.

Supporting the transformation programme to centre the experiences and participation of CYPF

-Another initial key area for this role will be to provide support to our ongoing transformation programme, by supporting to coordinate & facilitate spaces for children young people and families to participate in and influence our transformation decisions. This will be done in partnership with transformation leads across key transformation areas. We envisage that following an initial period in post, this function will reduce and will be kept under review.

Support the creation of a more consistent knowledge and skills around participation and rights

-Provide support to plan and deliver opportunities for learning and developing participation practice for staff, with Mindworks User Voice lead – This may include community of practice, training or a 'toolkit' approach to supporting staff to develop knowledge, skills and confidence.

Connect to wider voice and participation

-Connect with the wider Surrey voice and participation landscape, including wider partners such as Family Voice Surrey, Surrey County Council's User Voice & Participation Team and other system partners, to support our evolving joined up approach.

Equality and Diversity

-Ensure that SWP's Equality and Diversity policy and strategy is effectively translated into the working environment, to combat discrimination and promote an environment which is based on equality and respect.

Other responsibilities

This job description will be subject to regular review with the post holder in the light of changes and developments within SWP and Mindworks.

Person specification:

JOB TITLE: Mindworks User Voice & Participation Worker
REPORTING TO: Mindworks User Voice & Participation Lead (SWP hosted role)

Experience:

- Experience of working with children, young people and/or families, ideally those who have experienced mental health challenges
- Experience of group work, managing group dynamics and collecting feedback
- Experience for working within the voluntary sector or social care, and/or health care
- A demonstrable interest in or record of achievement working with children and young people and championing their voice in service development

Knowledge, skills and abilities:

- Good understanding of the principles of participation
- Good communication skills (written and verbal) including an ability to communicate and work in settings in which the atmosphere may be emotive
- Excellent listening skills

- Good understanding of mental health issues
- An understanding of risk assessment and risk management
- Ability to organise implement and review participation activities
- Good presentation skills
- Working knowledge of Microsoft Office tools, e.g. Word, Powerpoint, Excel, Outlook

Personal Style and Behaviour:

- A strong commitment to participation and lived experience
- An interest in working with CYP with EMWMH challenges, and their families
- Strong values of partnership working
- Ability to occasionally travel between locations in Surrey and work from home
- Ability to occasionally work early evening and weekend as required
- Good time management and organisations skills
- Professional and engaging attitude
- Positive and flexible approach
- Self motivated and able to work using own initiative
- Creative and innovative

| Our values | What does this look like in practice? How shall we live these values? |
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| 1. Focussed on improving Children & Young People outcomes, always | <ul style="list-style-type: none"> • Our number one driver is improving outcomes for children and young people • We co-produce outcomes, working in deep conversation and collaboration with CYP and families • Our engagement with CYP isn't a separate activity or process, it's an essential part of how we do the work • What we do is grounded in 'real time' listening and daily engagement • We do what is necessary to meet needs and solve problems. Sometimes this means learning new things and doing new things that we haven't done before |
| 2. Open, trusting and relational | <ul style="list-style-type: none"> • We are open and honest with each other and know that this is necessary to success • We feel equally able to express our views and be heard. We don't avoid difficult conversations but pursue them constructively. Our default is to know that we all have good intentions and motivations • We know that with good relationships, anything is possible. We are curious about each other. We want to get to know each other, learn from each other enjoy our work together and have fun |
| 3. Ambitious and ready to be transformational | <ul style="list-style-type: none"> • We will act as system leaders in pursuit of radical change that enhances outcomes. We are committed to building the different relationships, leadership capabilities and work practices that this requires • We are highly ambitious and optimistic about what we can achieve together. We are determined to make a difference to children and young people in Surrey |
| 4. Strengths-based and collaborative | <ul style="list-style-type: none"> • We want to enable CYP and not 'do to' CYP, identifying and understanding strengths and preferences. We take the same approach to each other • We want to develop genuinely collaborative practices, both within the group and in our work with CYP. We want to be known for our excellence in these things |
| 5. Promoting diversity and addressing inequality | <ul style="list-style-type: none"> • We value diversity in our communities and confront systemic inequalities and injustices wherever found • We pursue opportunities to work with groups and leaders with reach and influence with different communities, so that we can enhance our credibility and impact. We are always learning more about issues and realities, and what needs to happen for everyone to thrive • We promote diversity in our workforce and shape inclusive working cultures |
| 6. Always learning and adapting, informed by evidence | <ul style="list-style-type: none"> • We balance our knowledge of evidence and evidence-based practice with our commitment to innovation and local adaptation • We adopt a learning mindset, trying things, seeking feedback, reflecting on value and impact and adapting and improving as we go • We are creative, take risks and work hard in pursuit of better outcomes, learning the things we need to learn in order to do this well. We would rather 'have a go' than leave a child or young person waiting without support, when there isn't a perfect solution. We know this involves a real mindset and behaviour shift |
| 7. Clear and determined | <ul style="list-style-type: none"> • We develop clear outcomes and a clear offer to CYP, with clear understandings of how we work together to achieve impact (including good governance) • We are determined to achieve better impact through our work, and – respectfully – won't take no for an answer |