Engagement Worker Job Description

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| Job Title: | Engagement Worker |
| **Grade:** | £16.94-17.23 per hour, £30,825-31,364 FTE |
| **Responsible to:** | Co-Chair (lead for education, neurodivergence and mental health) |
| **Hours of work:** | 15 hours/week, including majority term-time only working. Fixed-term until March 2026 in the first instance, with the possibility of extension. |
| **Annual Leave:** | 25 days pro rata |
| **Location:** | Brighton & Hove, working from Brighton office, in schools in Brighton & Hove (B&H) and from home |

**Background:**

Brighton and Hove Parent Carers Council (PaCC) is the local forum for parent carers of children and young people (CYP) with special educational needs and disabilities (SEND). PaCC aims to ensure that every parent carer in the city feels that their voice, their views and their experiences matter and contribute towards developing and improving services. We do this by reaching out to parent carers to be involved, representing parent carers’ experience and expertise to decision-makers and making recommendations for service improvement.

Amaze is a Sussex based charity that provides services and support to families with children and young people with special educational needs and disabilities (SEND). Amaze hosts and supports PaCC, the Parent Carers Council for B&H. This role sits within the PaCC team.

**Autism in Schools (AIS) and Partnerships for Inclusion of Neurodiversity in Schools (PINS)**

These two projects are a partnership between PaCC, health, education professionals and specific B&H named schools to improve the outcomes for children and young people with SEND, and to improve joint working between schools and their parent carer community.

The role will involve liaising with the schools to set up coffee mornings/informal groups for parents and carers to share their views and ideas about the provision in their child/young person’s school. Feedback from families will be collated and shared with the schools to identify what is working well and where improvements are needed. Workshops will be organised responding to the feedback from families on a variety of topics from specific services and speakers. Learning will be pooled from the projects to improve inclusion in B&H schools and develop good practice across Sussex.

**This role is responsible for:**

* Developing the parent carers groups for each school
* Liaising with BHCC, health and school staff in planning effective and well-run sessions
* Collecting feedback from parent carers, to identify and organise activities and workshops. Providing feedback to schools and health/education professionals to improve outcomes for pupils
* Sharing information with PaCC leads, the project steering groups and others to effectively represent families and co-produce local services
* In addition to the PINS and AIS project work, there will be opportunities to represent PaCC/parent carers in B&H in work ongoing with NHS Sussex to improve health services for CYP with SEND and their families. The projects and broader insights from PaCC’s role will inform this representation and the worker will attend meetings/produce information for partners as needed, under the guidance of the PaCC leads.

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|  | **Deliver the AIS and PINS projects** |
| 1 | Work in partnership with BHISS and education professionals to plan the project, share information and review work plans |
| 2 | Liaise with participating schools via emails and online meetings to arrange meetings/dates/topics/session plans, scheduled at a time to suit parent carers |
| 3 | Organise group meetings (coffee mornings/afternoons) at approx. 15 schools (each group meeting every half-term), with PaCC AIS and PINS workers, facilitating events as needed |
| 4 | Capture group attendance, feedback from group sessions and record issues and themes to feed into PaCC and the project steering groups |
| 5 | Promote the school groups and encourage participation of parent carers. Ensure there are opportunities for parent carers unable to attend to provide their feedback |
| 6 | Create materials, presentations and other resources needed for the project, including a parent pack and engagement surveys |
| 7 | Organise workshops or activities that meet the information and support needs of parents as identified during the projects, in liaison with the PaCC team and project partners |
| 8 | Liaise with and support other sessional AIS & PINS workers eg hold monthly check-ins |
| 9 | Liaise with other Amaze staff to ensure effective internal referrals, to SENDIASS and the Family Support Service in particular |
| 10 | Maintain and build relationships with parents and partners in Sussex to promote the projects, reach potential participants and find ways for partnership working |
| 11 | Identify project risks and challenges, working with the PaCC team to find solutions |
| 12 | Contribute to project reports as required by funders and partners |
| 13 | Ensure activities are safe and inclusive, being alert to potential issues for safeguarding, equalities, data protection and health and safety |
| 14 | Work with partners to leave a project legacy which ensures a sustainable model of school/ family/parent carer engagement, establishing school groups so they become self-supporting |
|  | **Develop co-production of health services with NHS Sussex and other partners** |
| 15 | Attend meetings to share insights with partners of parent carers experiences of health services for their SEND CYPs |
| 16 | Under the direction of the PaCC Co-Chairs, work in partnership with health colleagues to identify ways in which services can improve in response to parent carer feedback |
|  | **Increase PaCC profile, membership and diversity through engagement activities** |
| 17 | Contribute to PaCC development by supporting activities to strengthen parent carers’ voice |
| 18 | Attend events, groups and meetings to promote parent participation |
| 19 | Use social media to help raise PaCC’s profile and awareness of opportunities to be involved |

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|  | **General Responsibilities** |
| 20 | To work within the framework of all Amaze/PaCC policies and procedures, and values |
| 21 | To attend team meetings, supervision and training as agreed with your manager |
| 22 | To be self-servicing with use of appropriate IT |
| 23 | To carry out other duties appropriate to the role. |

**Person specification**

**Experience**

* Lived experience of parent caring/neurodivergence/disability
* Working with groups in an inclusive way
* Partnership working and building relationships with other professionals/organisations
* Working with families and/or children & young people with special educational needs or disabilities
* Working with a broad range of people from diverse backgrounds
* Gathering data/feedback and keeping records of work

**Skills and knowledge**

* Knowledge/understanding of SEND, SEND services and neurodiversity, with an understanding of (and empathy with) the issues facing children and young people with SEND and their families
* Excellent written and verbal communication skills, including listening skills
* Collating/presenting information to a variety of audiences and supporting people to share their views
* Well-developed organisation skills, able to plan and prioritise own work
* Ability to maintain professional boundaries and apply confidentiality and safeguarding standards
* Ability to work autonomously and as part of a team, providing each other with mutual support
* Prepared to work flexibly, think differently and work across traditional organisational boundaries, problem-solve and to adapt to the needs of the project
* Good IT skills and a commitment to using technology as part of service delivery
* Willingness and ability to travel across B&H