



Role Profile

Senior Participation & Engagement Officer (Participation & Engagement)

Reference No.	A4938	Type	Generic
Service	Health and Social Care		
Job Family	Professional 3	Grade	FC9

Purpose

To lead and manage the service team achieving strong local accountability of public engagement activity in the planning, redesign and delivery of large-scale transformational change of a range of health and social care services ensuring these are based on the needs and aspirations of the people of Fife.

Lead on day-to-day management of distinct engagement and participation programmes across the HSCP portfolios to meet the strategic priorities as well as operational service delivery objectives

To lead and develop systems, processes, and procedures for public engagement activities to assist H&SCP ensure services are responsive, effective, and efficient based on the needs of the people of Fife.

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Leading, managing and supervising a team with responsibility for participation and engagement and co-production activity across communities and services within the partnership.</p> <p>Be responsible for project and service development to increase and enhance the voices of communities particularly underrepresented groups and staff teams in the planning, design, codesign and delivery of health and social care services that meets local needs in pursuit of realising the partnerships strategic Vision.</p> <p>Taking a lead role in the management and implementation of the participation and engagement activity in line with the project's strategy and Strategic Plan and Fife's Health and Social Care Partnership's vision, mission, values and outcomes</p> <p>Monitor risks, put mitigating actions in place and raise/escalate issues regarding delays/blockages relating to public engagement and participation activities.</p> <p>Contributing to the achievement of the partnership's key strategic plans and locality plan priorities in relation to health and social care services, and national health and wellbeing outcomes.</p> <p>Leading and implementing the reviews of the participation and engagement activity in order to update the partnerships key strategies, including the Participation & Engagement Strategy, Strategic Plan, Carers Strategy, Dementia Strategy, Home First Strategy, Mental Health Strategy in line with three yearly planning cycles of all strategies</p> <p>Leading and implementing the development of collaborative partnerships to ensure that work to promote participation and engagement activity is integrated with, and supports, other relevant and corporate work in the partnership and across partners in Fife Council and NHS Fife and local communities.</p>	<p>Educated to SCQF level 9, which includes a Degree or equivalent</p> <p>Experience of translating strategy into deliverable plans (Deliver results – See 'How We Work Matters' Framework)</p> <p>Experience of managing conflicting demands</p> <p>Organisational skills</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	

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<p>Supporting the Service Manager to provide strategic support and coordination for the Senior Leadership Team in planning and delivery of participation and engagement activity in delivering outcomes of improving health and wellbeing</p> <p>Acting as the strategic link for the Participation and Engagement Team linking and negotiating with local, national public and private sector organisations, to ensure that Fife shares and benefits from best practice elsewhere for Participation and Engagement programmes.</p>			
<p>Leading and providing direct supervision to a team with responsibility for the operational management, including the development of the infrastructure to support participation and engagement activity across services within the partnership and locality planning</p> <p>Responsibility for developing systems and processes to support the involvement of people who use services in the delivery of transformational change in support of the health and social care partnerships objectives</p> <p>Developing creative solutions to enable agreed outcomes to be achieved within the Partnership as well as with external stakeholders.</p> <p>Ability to gather, collate and analyse information from various sources, some of which may be conflicting, and identify workable solutions</p> <p>Building strong relationships with colleagues and partners across Services so that work is integrated with and supports other relevant work across NHS and in the Council, implementing opportunities to work more effectively with people who use services and local communities</p>	<p>Experience of developing and maintaining effective relationships with Partnership staff, NHS, Council, Third and Independent Sector services, and other relevant organisations</p> <p>Experience of working with partners in both public and private sector (Work together)</p> <p>Leadership Skills</p> <p>Ability to problem solve (Deliver Results)</p> <p>Ability to work flexibly and imaginatively</p> <p>Analytical skills</p> <p>Ability to develop creative and practical solutions</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

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<p>To develop and effectively promote positive relationship with and between internal and external partners to promote and identify outcomes from the perspective of key stakeholders</p>			
	<p>Excellent written and communication skills</p> <p>Analytical skills</p>	<p>√</p> <p>√</p>	
<p>The post holder is expected to exercise a degree of autonomy and initiative in order to control and respond to changes as the service develops</p> <p>The post-holder will be largely self-directed within the overall parameters set by the service manager and the strategic direction of the partnership, working closely with the lead members of the staff teams and strategic leads for programmes of work.</p> <p>The post holder will determine priorities and anticipate, respond to and resolve issues as they arise within professional and statutory limits of action within the agreed plans.</p> <p>Developing practices which will support the Partnership's aims and values, all in accordance with appropriate policies and guidance.</p>	<p>Experience of facilitating organisational and/or significant change</p>	<p>√</p>	
<p>Providing update reports on the progress on the project implementation to the Partnership and wider service</p>	<p>Excellent report writing skills</p> <p>Ability to deliver information confidently</p>	<p>√</p> <p>√</p>	
<p>Maintaining an overview of team activities, allocating work in order to meet targets in relation to projects.</p> <p>Working collaboratively with a number of staff and managers across the Partnership to promote and embed a culture of change and best practise in</p>	<p>Ability to motivate others (Working Together)</p> <p>Ability to develop and maintain effective partnership working across organisational boundaries</p>	<p>√</p> <p>√</p>	

E = Essential Criteria D = Desirable Criteria

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bottom-up service planning, redesign and delivery from the perspective of key stakeholders.	Ability to travel throughout Fife	√	
To be actively involved in any national developments affecting the project, representing Fife as required. Where relevant representing the Health and Social Care Partnership at a range of external and internal meetings.			
Devise and Implementing systems for monitoring and evaluating the effectiveness of programmes of participation and engagement Assessing the requirement for technology or software to enhance the delivery of the project and to monitor its effectiveness. Organising, maintaining and supporting the use of information technology systems/software, complying with corporate ITS processes for procurement of software and systems.	IT Skills (Embrace technology and information) Knowledge of Management Information Systems Appropriate skills to access and deploy all corporate ITS processes and policies	√	√ √
Managing a project budget as required and authorised.	Appropriate skills to plan, analyse and manage corporate financial outputs		√
Maintaining knowledge and awareness on the impact of legislation on the project development	Political awareness and sensitivity	√	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

<p>Additional Information – the following information is available:</p>	<p>Expected Behaviours</p>
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- Skills Framework (if applicable)
- **How** we work matters

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.