

JOB DESCRIPTION

JOB TITLE: Travelling Ahead : Engagement Officer (Casual)

OFFICE LOCATION: South Wales

LINE MANAGER: Team Manager

SUPERVISORY RESPONSIBILITIES: None

PRINCIPAL JOB PURPOSE:

Funded by Welsh Government's Equality & Inclusion Programme, this 3 year project will provide a service to support Gypsy, Roma and Traveller communities around Wales (children, young people and adults) to access their rights and entitlements, address inequalities and tackle discrimination.

The Travelling Ahead team has a Team Manager with three additional team members in south, west and north Wales with the main team base in Cardiff

This Engagement Officer post will work with the team to develop the service to respond to the needs of EU Roma families.

The role will specifically:

- Link with services working and engaging with Roma communities to map where Travelling Ahead can add support or specialist advice/advocacy
- Raise awareness of the service to Roma communities
- Develop accessible information on the Travelling Ahead Service in community languages
- Help develop systems to appropriately respond to Roma community members e.g. our telephone advice line, use of translators
- Run regular advice/engagement sessions for Roma community members, working with partner organisations where appropriate to raise awareness of rights and entitlements (working with partner organisations as appropriate)
- Make referrals and signpost Roma community members to relevant services and provide support for services to engage with them
- Undertake advocacy /advice work from time to time
- Promote the views and voices of community members from the Roma community to participate in local and national consultations and decision making

Travelling Ahead offers:

◦Advice and advocacy – Support through an advice line (office hours) and community outreach sessions, working in partnership and training mainstream providers to strengthen their own services to the Gypsy, Roma and Traveller community

◦Rights and Participation – Support to enable Gypsy, Roma and Traveller voices to be heard and involved in decision making at a local, regional and national level. We will run regular regional events for community members (young people and adults) and help develop a community consultation network where government and other public bodies can hear about priority issues from the Gypsy, Roma and Traveller communities across Wales

◦Tackling discrimination – Support to challenge negative media and create a more positive narrative through our partnership with Travellers Times, including setting up a new web resource for Wales by and for the Gypsy, Roma and Traveller community and offering media advocacy workshops. We will work with the All Wales Hate Crime Report and Support Centre to ensure that Gypsy, Roma and Travellers communities have more knowledge and confidence in reporting hate crime and getting the right support.

DUTIES & RESPONSIBILITIES

1. Take responsibility for the development of elements of the Service's work as directed by the Team Manager
2. Prepare / Encourage / Support / Enable GRT community members and professionals to engage and achieve their desired outcomes
3. Work in partnership with the members of the GRT community ensuring their voices are central to the process
4. Raise awareness, understanding and enthusiasm for the Service's work, amongst the GRT community and relevant professionals.
5. Liaise and negotiate with relevant professionals to ensure that roles, responsibilities, expectations and contributions are clearly organised, understood and acted upon.
6. Ensure that equality of opportunity and anti-discriminatory practice is maintained, and that Tros Gynnal Plant's standards in this respect are applied.
7. Assist the Team Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users.
8. Ensure that Safeguarding concerns which arise are identified and appropriate decisions are made regarding risk assessment and referral to Social Services / other appropriate agencies under the supervision of the Team Manager
9. Ensure that Interventions are managed within their agreed allocation.
10. Comply with the Service's financial and administration systems in accordance with Tros Gynnal Plant's policies and procedures.
11. Ensure that records are kept in accordance with Tros Gynnal Plant's policies and procedures on recording, data management and child protection
12. Maintain confidentiality in respect of the information from service users and professionals in line with Tros Gynnal Plant policies
13. Network appropriately within the community
14. Contribute to local policy and planning forums as appropriate.
15. Work collaboratively with colleagues.
16. Take responsibility for own professional development and undertake appropriate training as required.
17. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

WORKING CONDITIONS**Casual basis – hours as agreed with Team Manager**

Work outside of office hours may be necessary requiring a flexible approach to the working week. Occasional weekend work and occasional overnight stays to attend training / conferences / events or similar may be required.

Regular travel to various locations throughout Wales and occasionally outside Wales requiring a full driving licence and access to transport.

Core competencies (Applicable to all staff)	
Communicating Effectively:	Expresses information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared
Respecting Individual and Cultural Differences:	Demonstrates the ability to work constructively with people of all cultures gender and backgrounds
Showing Team Spirit:	Develops effective relationships with colleagues and team members within and across the organisation
Managing Yourself:	Manages own behavior in a self-reflective manner and seeks opportunities for continuous learning and professional growth
Producing Results:	Produces quality results in a service-oriented and timely manner and is committed to deliver agreed outcomes
Embracing Change:	Is open to new approaches and ideas, responds positively to change and adapts quickly to new situations

