

Job Description and Person Specification

Engagement and Development Officer

Job Details	
Grade	5
Service	Adult Social Care – Strategic Commissioning
Location	One Friargate
Job Evaluation Code	L3933D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>The purpose of this role is to support engagement activity across Adult Social Care. The role will involve working with adults with care and support needs and carers to ensure that they are consulted and involved in improving services, with a key focus on co-producing services. This role will involve working in partnership with third sector organisations, NHS colleagues and wider Adult Social Care partnerships.</p>

Main Duties & Key Accountabilities

Main Duties and Responsibilities:

1. Work with adults with care and support needs and carers to ensure they are fully involved & consulted in service developments, redesign & commissioning, using a range of different approaches, such as forums, surveys, workshops.
2. Act as a representative for Adult Social Care at key events.
3. Work alongside area leads to support engagement activity across Adult Social Care.
4. Support with the completion of survey activity and seeking feedback.
5. Work with service partners and agencies, e.g. health service providers, voluntary and third sector, and private care providers to help in promoting and supporting the involvement of people with care and support needs and carers.
6. Assist and participate in the process of commissioning, reviewing and evaluating services, including liaison and involvement with related providers and projects.
7. Work to promote the voices of “seldom heard groups”, to ensure that there is a representative reflection of views across Adult Social Care. This will include supporting information accessibility.
8. Support work within Adult Social Care to meet regulatory requirements.
9. Any other duties and responsibilities within the range of the salary grade, including deputising for the Joint Carers’ and Engagement Lead when required.

Key Relationships

External:	People utilising services and support Carers Carers Support Services VCSE External Stakeholders	Internal:	Adult Social Care Operational Teams and Commissioning
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

No line management responsibilities

Person Specification

Requirements

Knowledge	Legislation and guidance for supporting carers, particularly the Care Act 2014, Children and Families Act 2014, National framework for NHS Continuing Healthcare and the NHS Long Term plan.
	National and local policies, guidance and best practice.
	Knowledge of the needs of service users and carers within Adult Social Care
	Knowledge of local services and organisations.
	Understanding of assessment processes within Adult Social Care.
	Knowledge of social care provision/ understanding of care services provision.
	Awareness of adult social care eligibility criteria, for carers and people with care and support needs, as defined in the Care Act 2014 and those accessing support through NHS Continuing Healthcare.
	Awareness of best practice in co-production and engagement, including TLAP – Making it Real.
	Knowledge of Data Protection legislation and requirements.
Skills And Ability	Organisational skills to manage conflicting priorities, working under pressure within agreed deadlines.

	Ability to engage with the public as a representative of Adult Social Care and the wider council.
	Good IT skills, effective use of Word, Excel and Office 365 suite.
	Good interpersonal skills.
	Effective skills in report writing
	Skill in reviewing and monitoring services against specified requirements and bringing about improvements.
	Ability to foster good working relationships with a wide range of staff at all levels in the statutory, voluntary and private sectors.
	Able to work on own initiative, both flexibly and sensitively, within a changing environment.
Experience	Demonstrable experience of working with carers / people with care and support needs / this could also be lived experience
	Demonstrable experience in working with multi-disciplinary teams, working across different professional and organisational boundaries
	Of developing and promoting good working relationships with a wide range of people including carers, and staff at all levels in the statutory, voluntary and private sectors
	Working flexibly within a changing environment.
Qualification	High standard of literacy and numeracy Able to demonstrate a commitment to continuous learning and self development
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Declaration			
Reviewed/Created By:	Gabrielle Borro		
Job Title:	Joint Carers and Engagement Lead	Date:	22/05/25