

**JOB TITLE: Children and Young People (CYP) Engagement Officer**

**REPORTS TO: Service User Engagement Lead**

**RESPONSIBLE FOR: Service Development Volunteers**

### **PURPOSE OF ROLE**

To assist the Service User Engagement Lead in the delivery of children and young people's engagement and participation.

To promote and deliver opportunities to seek the review of services accessed by children and young people with life limiting and life-threatening conditions and their siblings, to support service development

To support the Service User Engagement Lead in delivering the new children and young people's (CYP) advisory board, aimed at all service users including children with life limiting and life threatening conditions, their siblings and bereaved siblings.

### **KEY RESPONSIBILITIES**

- To develop positive, respectful, honest and supportive relationships with children, young people and their families
- To empower, build resilience and confidence in young people to enable engagement and participation.
- To develop and deliver a range of methods of involving and engaging with Demelza registered children and young people.
- Maintaining professional boundaries at all times with children, young people and their families and advocate for their meaningful participation to be heard and involved in service development by all departments within Demelza.
- To work with Demelza's clinical services staff to seek the views and feedback of children and young people who use Demelza's services, recognising their complex needs and using appropriate methods of communication.
- To explore and provide high quality verbal and non-verbal communication methods and use of devices, including but not limited to eye gaze, individual electronic aids and devices as identified by CYP or family, Makaton, pecs, or other yet to be identified methods.
- To support the development and ongoing success of the CYP advisory board, including the organising, booking, setting up, planning and delivery of the CYP advisory group, events and activities.
- Developing agendas and workstreams under the direction of the CYP advisory group and in partnership with Demelza trustees, the parent carer forum, senior leadership team, family support, nursing and care, service development and other teams.
- Support children and young people participating in Demelza's recruitment processes, including the building of a recruitment resource library containing interview questions submitted by children and young people.

# DEMELZA HOSPICE CARE FOR CHILDREN

## Job Description



- Feedback the input of the children and young people into various Demelza directorates and groups, including but not limited to the safeguarding board, Equality Diversity and Inclusion group, clinical governance, cross department teams, clinical services directorate, senior leadership team and other relevant identified groups.
- To assist the Service User Engagement Lead and the Family Communications Officer with all communications relating to the participation and engagement of children and young people, developing resources such as feedback documents, agendas, awareness posters & information, pictorial stories and other communication methods.
- To keep up to date with and comply with relevant legislation regarding data protection, including General Data Protection Regulation (GDPR), and to ensure appropriate consents are in place before sharing information.
- To work across Demelza's catchment area including travelling to Demelza hospices and offices, and events and activities at external venues within South East London, Kent and East Sussex.
- The post holder will safeguard all children and young people accessing services, by responding to concerns raised in a timely and appropriate manner and effectively escalating these in accordance with policies and procedures.
- To welcome and respect diversity and contribute positively to anti-discriminatory practice, actively promoting equality and diversity.

### OUR VALUES & BEHAVIOURS

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

#### *Fiercely* COMMITTED TO QUALITY

The families and children we help, and our supporters, deserve nothing but excellence. Each one of use has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service. By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

#### *Passion* PERFORMANCE PRIDE

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world. We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

#### **HUMAN IS OUR NATURE**

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

#### ALWAYS **HONEST** ALWAYS AUTHENTIC

We are clear, open and honest with everyone, because we value everyone. It's good to challenge each other, as long as its constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

#### *Innovate* DEVELOP AND IMPROVE

Each member of #TeamDemelza is driven to do better. Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

### PERSON SPECIFICATION

#### Essential

- Demonstrate close alignment to all Demelza values
- A relevant vocational qualification (Youth Work, Childcare Level 3) and considerable relevant experience in a child / young person-based role
- Extensive experience and ability to communicate with non-verbal children and young people with complex medical needs, as well as children who have no communication barriers
- Experience in using non-verbal methods and devices of communication including but not limited to eye gaze, Makaton, pecs, or other not yet identified methods
- Experience of delivering and understanding children, young people and family participation or engagement activities, such as youth advisory groups
- Experience of working effectively with other professionals and partners in order to safeguard children and young people and maintain service quality
- Display an awareness, understanding and commitment to the protection and safeguarding of children and young people

- Able to form and maintain appropriate professional relationships and boundaries with children, young people and families
- Confidence to communicate in a clear, concise and informative way with people at all levels, including children and young people, parents, trustees and senior management, and to be sensitive, diplomatic, discreet and courteous in all contact, both internal and external.
- Ability to engage with and create a rapport and build relationships with children, young people and parents / carers and families and to deal with complex issues in a sensitive and appropriate manner
- Ability to work flexibly meeting the availability of young people, which includes regular evenings, weekends and school holidays

### **Desirable**

- High level understanding and ability to use social media as an engagement tool
- Ability to use ICT to promote participation opportunities and activities to a diverse range of stakeholders and young people
- Experience of blended engagement, with the ability to engage with young people virtually and face to face
- Understanding of risk, good practice and health and safety requirements when working with children and young people
- Event management skills to support the CYP advisory group sessions based on the groups wishes and needs and ability to work with Demelza's family events team
- Experience in using databases and online tools, creating innovative and smart methods of engagement
- Bereavement experience

*The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.*

*Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.*

*All employees will demonstrate commitment to and actively promote Demelza's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.*

*Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.*

*All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.*

*Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.*

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