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| Job Title: | Engagement & Equalities Practitioner |  |
| Service: | Compass Birmingham MHST | |
| Reports to: | Team Leader | |

Service Overview:

Compass Birmingham Mental Health Support Teams (MHST) ensure Children and Young People (CYP) and families access the right help, at the right time, in the right setting. This includes identifying and supporting CYP at risk of developing health inequalities by removing barriers to access and engagement. MHST teams will work collaboratively with delivery partners to remove system duplication and avoid CYP/families being 'bounced' in between services.

Compass has a successful track record in early intervention health and wellbeing services for children and young people. We use a wide range of creative and dynamic methods of engagement, including digital interventions, across community and educational settings.

Adopting a values-based approach is at the heart of what we do; through collaboration and coproduction with stakeholders our services continually evolve, directing resources based on evidenced need. We are incredibly excited and proud to be a trusted MHST provider enabling us to develop innovative methods to make a real difference to the lives of CYP and families.

The service will support CYP and families providing extra capacity for early intervention support within school and college settings in the North North/East of the City in three core areas:

- Providing evidence-based interventions for mild to moderate mental health and emotional wellbeing issues.
- Supporting designated senior mental health leads in each setting.
- Providing timely advice to school and college staff and parents as required.

Service Overview:

Compass MHST is an integrated service made up of 4 locality-based skill mix teams working in defined schools and localities in Birmingham. The team is led by a Service Manager and supported by a team of administrators. Team Leaders provide oversight and local leadership to the skill mix teams. Skill mix teams consist of a variety of professionals such as registered nurses, social workers, Education Mental Health Practitioners (EMHPs) and appropriately qualified healthcare support staff relevant to the range of services offered as part of the MHST.

Locality teams are supported by an area-wide specialist team made-up of Engagement & Equalities Practitioner and Assistant EMHP.

The team will adopt corporate working - conducting appointments with CYP, families and educational settings in local communities and education settings.

Job Purpose:

This post will be responsible for co-ordinating the delivery of the service's equalities strategy and plan involving co-ordination of activities, consultation and facilitation of focus groups, adaptations to tools and approaches and brokering relations with user led, community and faith groups.

Embed evidence-based co-production practices across the teams with CYP and parents/carers to co-develop engagement protocols, materials, and ways of working to improve access and service experience for all populations including at risk CYP.

Work closely with practitioners to consult, engage, follow up and advocate for CYP who are ambivalent to change or have barriers to accessing and engaging with support as a result of protected characteristics (sex, gender reassignment, disability, race, sexuality or religion) and/or presenting vulnerabilities (e.g. looked after child, young carer, excluded from school). This includes co-developing solutions to remove any access & engagement barriers.

Establish CYP/family representation at each level such as connecting with youth councils, mental health ambassadors, user-led groups, and networks. Co-ordinate the recruitment of CYP and parent/carer peer 'champions' (all ages, incl. from protected/vulnerable groups), to ensure CYP and parents & carers representation on MHST Strategic & Locality steering groups and within the service's shadow leadership team.

The job purpose is focused on engaging directly with CYP populations and upskilling/supporting locality-based teams to engage with all populations' representative of its local demographic and as a subject expert support teams to continuously strengthen co-production and engagement processes.

This role will operate on an outreach basis using our hub and spoke model, delivering proactive engagement activities within co-locations including Schools, Colleges, Youth Justice Services, Youth Clubs and other key partners and community locations.

Key Duties and Responsibilities:**1. Service Delivery**Universal

- 1.1 Support universal and targeted mental health promotion including access to information, advice, and guidance via facilitation of assemblies, supporting assertive community outreach with at risk groups and representing Compass at community events.
- 1.2 Deliver and tailor health promotion messages for different populations via school-based programmes including PSHE, programme delivery with targeted youth support, assemblies, community events and assertive outreach.
- 1.3 Embed and implement co-production methods within the service's locality-led teams to deliver a service that is place-based, accessible, flexible and CYP-led.
- 1.4 Co-produce engagement protocols, digital materials, tools, and approaches via delivery of consultation and focus groups with mainstream CYP and family populations.
- 1.5 Roll out CYP and parent/carer peer champions programmes and networks across the localities in partnership with the service's locality-based teams. Including training and

supporting the peer champions programmes to build capacity and self-help within their communities.

- 1.6 Engage CYP in places, methods, styles and at times which encourage active engagement.
- 1.7 Support and enhance the digital engagement provision by engaging with CYP and families and initiating feedback on areas for improvement based on service experience.
- 1.8 Ensure that service literature is kept CYP friendly, culturally relevant and engaging for the intended audiences.

Targeted

- 1.9 Co-development and delivery of psycho education, and mental health awareness as part of school-based programmes for all populations including at risk groups.
- 1.10 Deliver brief psychosocial interventions for CYP at risk or those with additional needs.
- 1.11 Consult with CYP and families including at risk groups to understand and co-develop solutions to remove barriers to access and engagement and help shape service delivery and determine service development priorities.
- 1.12 As subject expert, provide consultation, advice and support to staff within the Changing Lives team and wider professionals on co-production, user engagement and participation.

Specialist

- 1.13 Facilitate the delivery of the engagement and equalities strategy and plan co-developed with the teams and CYP parents/carers and co-ordinate delivery on key workstreams using activity data to inform priorities and areas for consultation.
- 1.14 Recruit, support and facilitate a shadow leadership team made up of young people and parents/carers to incorporate user voice within operational decision making.
- 1.15 Provide case management and assertive engagement support for CYP requiring more intensive short-term support to facilitate re/engagement or transition to another service including step down support to access community and youth services to maintain wellbeing.
- 1.16 With support from practitioners initiate referrals to specialist CAMHS, and/or Children and Family Services when a child or young person is deemed at risk of harm.
- 1.17 Contribute to wider team's professional development by supporting training on inclusion, equality, and engagement.
- 1.18 Record and collate data specific to activity and outcomes for contract monitoring purposes.
- 1.19 Work as part of a team to ensure that key performance indicators set by Compass and/or Commissioners are reached.
- 1.20 To ensure that co-production and participation methods are evidenced based and in keeping with changes in the field of activity.

1.21 Participate in audit as requested by the Service Manager.

2. Developing and Maintaining Relationships

- 2.1 Promote positive team working and contribute to service development through applying a specialist themed area; knowledge of which is shared with teams in order to upskill colleagues.
- 2.2 Actively work towards developing and maintaining effective working relationships both within and outside Compass.
- 2.3 Foster and maintain strong links with all services across Compass.
- 2.4 Seek the opportunity for collaborative working and proactively initiate and sustain such relationships.
- 2.5 Promote Compass MHST and the wider mental health system positively to other agencies and professionals.

3. Managing Self

- 3.1 Prioritising own workload within agreed objectives and deciding when to refer to others as appropriate.
- 3.2 Participate in the Compass appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.
- 3.3 Take responsibility for own and others' health and safety in the working environment.
- 3.4 Comply with the policies and procedures of Compass.
- 3.5 Attend mandatory, core and specialist training specific to the role.
- 3.6 Ensure that a professional service and image is maintained at all times.
- 3.7 Ensure own actions support the equality, diversity, rights and responsibilities of individuals.
- 3.8 Promote and adhere to equality of opportunity and diversity within Compass.
- 3.9 To adhere to Safeguarding of Children and Young People and Vulnerable Adults policies and procedures, sharing Compass commitment to safeguarding and promoting the welfare of children, young people, and adults at risk.
- 3.10 Work independently within a co-location and multiple host environments.
- 3.11 Responsible for maintaining and complying with professional standards.

4. Managing Resources

- 4.1 Effectively maintain service equipment to ensure efficient use of resources.

In addition to these functions the post holder is expected to:

In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Work flexibly to ensure equitable access to the Service including some evening and weekend working based on evidence-need.

Key Working Relationships:

Internally

- Service Manager, Team Leaders, and their locality skill mix teams
- Area-wide specialist team made-up of Engagement & Equalities Practitioner (this post), Families Practitioner, Digital & Communications Officer, and Data Analyst.

Externally

The post holder is required to build effective operational and strategic sustainable partnerships with key senior stakeholders. Whilst not an exhaustive list, key relationships include:

- Schools, colleges and senior mental health leads within education
- Youth Council, ambassador programmes and other CYP and parent forums
- Faith and community groups
- MASH, CSC teams and Safeguarding teams
- Children, Young People and Adult Mental Health Services
- School Nursing
- Youth Offending
- Children and Family services
- Primary care services
- Sexual health and substance misuse services
- A&E, paediatricians, and managers within acute services

Financial Responsibilities: None

People Responsibilities: None

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.

ENGAGEMENT & EQUALITIES PRACTITIONER

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- Educated to GCSE or equivalent in English and Maths
- Possession of NVQ 2 or equivalent

Experience

- Working with CYP or adults in a community setting.
- Inter-agency and multi-disciplinary working.
- Delivery of behaviour change support.
- Involving CYP and their families in design, delivery and development of services.
- Obtaining information about an individual's circumstances/needs/preferences.
- Leading on promotion of service using social media platforms

Knowledge

- Development needs of CYP.
- Understanding of the Data Protection legislation and guidance.
- Understanding of safeguarding issues relating to children, young people and vulnerable adults at risk legislation and guidance.
- Understanding of Equality and Diversity legislation and guidance.
- Fraser and Gillick competency.
- Computer packages including Microsoft Office.
- Knowledge of technology and social media to reach children and young people in all domains of communication.

Personal

- Ability and willingness to adopt a flexible approach to working outside normal office hours or at different venues on occasion.
- Able to undertake the demands of the post with reasonable adjustments where required.
- Handling sensitive and confidential information and maintaining discretion and confidentiality.
- Ability to meet the travel requirements of the role.
- Must be willing and commitment to undertake training

DESIRABLE

- Delivering health education sessions to groups of children or young people.

- Delivering health promotion messages around adolescent health.
- Understanding of Child Protection Principles.

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.
- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Resilience** – able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Confidence & Resilience** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas. .
- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all staff to do the same:

- **Integrity:** An unstinting commitment to honesty and openness in all our activities.
- **Valuing Each Individual:** Respecting the needs of each person and helping them gain greater control of their life.
- **Being Solution Focused:** Responding quickly and flexibly to current and emerging needs.
- **Consistent & Reliable Approach:** Always delivering on our commitments.

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share