



Role Profile

Job Title: Voice Ambassador	Role Profile Number: SBC_12202
Grade: CFL1	Date Prepared: July 2023
Directorate/Group: Children's Services	Reporting to: Participation and Access to Records Worker (SAR)
Structure Chart attached:	No

Job Purpose

This is an exciting opportunity to work in the Participation Team in Children's Services; we keep the voice of children and young people at the heart of everything we do. This role is for young people aged 17-24 who are care experienced. This role is to make a difference to the children and young people of Swindon.

As a Voice Ambassador, you will work with children and young people from Swindon to help us improve how we run our Services.

Voice Ambassadors will work with staff to look at and improve the way we support our children and young people. You will suggest new ideas and positively contribute to the work of the Service. This will include talking with staff and children to develop training programmes, taking part in inspections of different parts of the service and interviewing those who apply to work in Children's Services.

You will also be involved in the planning and facilitation of focus groups. You may be asked to speak at events attended by a range of professionals including senior leadership.

We will give you training, support and mentoring so you can do this work. We expect you to work up to 15 hours per month but we will be flexible around any education or other work commitments you have.

This role is ringfenced for care-experienced young people as we work to highlight the voices of young people who have lived experience of foster care from Swindon Borough Council.

Key Accountabilities

- To work with young people, other Ambassadors and Swindon Borough Council staff to help us understand what is good and what need to be improved in Children's Services.

- To represent the voice of children and young people in Swindon by sitting on strategic and partnership boards as required.
- To develop and deliver training to Swindon Borough Council staff on specific topics.
- To plan and undertake inspections of specific areas of Swindon Borough Council and our partners based on indicators written by young people for young people. You will present your findings in written and spoken formats.
- To undertake training to take part in recruitment panels for SBC staff.
- To take part in interviews of Swindon Borough Council staff and our partners and provide scoring and feedback as part of that panel.
- To act as Young Commissioners to help our Commissioning Team decide who we buy our services from which support our children and young people.
- To engage in training to ensure continued professional development.
- Ensure confidentiality whilst working with sensitive information.
- To use a variety of creative approaches to help support children and young people who work with Children's Services to have their voices heard.
- To keep clear and appropriate records/reflections of the work done with children and young people.
- To develop methods of gathering information, for example, surveys, to better understand the needs of children and young people in Swindon.
- Represent Swindon Children and young people at events, meetings, interviews, inspections and as required.
- Support the Swindon-wide Participation Strategy.

Knowledge & Experience

Candidates must have knowledge and experience/lived experience in the following areas of business and will be required to provide evidence of this:

- You must have accessed Swindon Services for children and young people. For example Children's Services, Youth Centres, etc.
- Be willing to complete an enhanced DBS check.
- Be between 17 and 24 years old.
- Be comfortable working with members of the community that you live within.
- Be enthusiastic and keen to learn.
- Positive attitude.
- Creative and open to different ideas
- Be able to work confidently as part of a team and be an active team player.
- Be confident to communicate with a range of people including other young people, Swindon Borough Council staff and our partners.
- Meet deadlines set with the support of Line Manager and Team Manager.

Qualifications

- None

Decision Making

- You will be part of a team influencing priorities, senior managers and the wider partnership.

Creativity and Innovation

- The focus of the role will be to help us innovate and develop practice. This will be central to everything you do.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">• None	Responsibility	To support voice of children and young people.
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Voice Ambassador role and no supervision requirements	Asset Responsibility:	No

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- You will work with the Youth Justic Service, Special Educational Needs and Disability Servce, Swindon Borough Council staff and the wider partnership.
- *You will work with children, young people and families*

Other Key Features of the Role

- Be able to give a 12 Months commitment to the role. Hours will be flexible to fit in with your needs i.e. college.
- Be able to commit to up to 15 hours per month.
- Flexibility.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	