Grading
Job Description and Employee Specification

Job title: Voice and Influence Officer (Children and Families)	**Service area**: Children and Families
Post number:	**Division:** Partnerships, Evaluation and Outcomes for Children
Grade: 6	**Section/team:** SENDIASS

Overall purpose of job:

To proactively support and promote co-production and the meaningful involvement of children, young people and their families in the evaluation, design and assurance of services provided to children and young people in North Lincolnshire.

To ensure that the governance arrangements for effective voice and influence in North Lincolnshire are upheld, through day to day responsibility and management of specialist co-production groups including the Children in Care Council, ensuring the voice of children and young people is represented as key stakeholders within these governance arrangements.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Develop and maintain trusted relationships with young people, including those with additional needs or vulnerabilities (e.g care experienced children and young people, children in need, children with special educational needs / disabilities) and, where relevant, families/carers including establishing and communicating opportunities for children and young people to engage in voice and influence activities.
2. Enable the consultation with and participation of children, young people and, where relevant, parent / carers at an individual and strategic level using a range of methods that are appropriate to the needs of the people involved. In achieving this, you will ensure that the voice of children and young people directly influence the reporting and assurance systems in North Lincolnshire and contribute to service design, including the development of feedback and evaluation.
3. Develop internal and external relationships to enable recruitment into participation and engagement opportunities, specifically those young people who are engaged with or support within children's social care and/or special educational needs and disabilities (SEND) system.
4. Contribute to the implementation and monitoring of systems established to ensure compliance with the Council's democratic and governance arrangement in an effective and timely manner. This includes providing data and qualitative

performance information to support senior management reporting into specified assurance arrangements, this also includes supporting young people directly to attend such meetings to represent their own views.

5. Ensure the engagement and participation of children and young people to inform strategic level and service level planning, review and development, including the co-ordination and collation of the views of children and young people through 1:1 informal consultation, and organised group-based work.
6. Provide day-to-day support to and communication with children and young people including facilitation of Get Loud (Children in Care Council), and wider voice and influence groups including children with SEND, children in need and other specialist groups
7. Take lead in the organisation, management and facilitation of key consultation and participation groups, including Get Loud (Children in Care Council) and other specialist groups.
8. Support agreed quality assurance processes so that the engagement of children, young people and their carers is consistent, coordinated and up to date. This includes supporting young people to involved in the recruitment and assessment of Foster Carers for North Lincolnshire Council.
9. Support young person involvement with recruitment and selections processed for Children and Families (child / family facing), through providing specific training and guidance to young people, and coordinate creative recruitment events and activities.
10. Organise key events that support children and young people's engagement with corporate parents, wider members of the Children and Families (One Family Approach) partnership and multi agency colleagues. This includes celebratory events to recognise the achievements and contributions of our children and young people.
11. Attend key council and partnership meetings to represent Voice and Participation in a creative, confident and professional manner.
12. Support children and young people to attend events, organise activities, and to make presentations or representations to Elected Members, Directors, Senior Leadership Team, wider council services, partners and peers.
13. Support children and young people to understand their life journey and positively represent their experiences in arenas that support professionals, colleagues and peers understand the barriers faced by, and how to better support children and young people.

Knowledge, skills and experience:

- Experience of working with children and young people with additional need/vulnerabilities (e.g. care experienced, children in need, children with SEND) to bring about positive change
- Knowledge of the issues and barriers faced by children and young people with additional need/vulnerabilities.
- Excellent communication skills, including the ability to present complex information to children and young people in a clear and understandable

format, written, verbally and in other formats as needed.

- Ability to engage with and respond to queries of Elected Members, Directors, Senior Leadership Team and other Children and Families colleagues.
- Knowledge of systems related to Safeguarding, Child Protection, Children in Need, Children in Care and Care Leavers, SEND and Vulnerable Adults procedures.
- Knowledge of council governance and assurance arrangements, including knowledge of the Voice and Engagement Framework, Children and Young Peoples Challenge and the One Family Approach.
- Well developed IT skills and knowledge of key IT applications.
- Ability to work as part of a team and to your own initiative, under minimum supervision and ability to organise and prioritise your own workload.
- Ability to demonstrate reliability and honesty throughout your work
- Developed knowledge of the issues faced by children and young people who have additional needs / vulnerabilities
- Ability to make decisions in the absence of a senior within an agreed framework.
- Ability to maintain accurate records and maintenance of confidentiality, including sound awareness of GDPR regulations.
- Knowledge of relevant legislation, including The Children Act 1989, Directorate policies and procedures, service standards, local and national guidance.
- Knowledge of child / adolescent development and working with children and young people including those with diverse communication needs

Creativity and innovation:

- Adopt communication and engagement skills individually to children and young people, according to their level of need and understanding.
- Use creative strategies to engage children and young people in activities, consultation and Participation that supports effective engagement and the gathering of young people's views.
- Help children and young people understand and participate in Government initiatives, inspectorate and regional requirements to ensure effective service delivery for children and young people.
- Support children and young people to design and create promotional materials and productions for local, regional and national forums.
- Support children and young people to display and represent their work through the organisation of engaging events to support self belief and confidence.

Contacts and relationships:

Daily contact with Children/Parents/Carers

- Acts as a positive role model, working in a professionally inclusive and non-judgemental manner
- Enable and empower children and young people and their carers, engaging them in constructive tasks and activities
- Acts as an advocate to enable access to mainstream services

Other Professionals & Setting on a weekly basis

- Works directly with other multi agencies
- Liaises with all sectors including the voluntary sector across the locality
- Shares information on a need to know basis respecting confidentiality
- Liaises with other settings/agencies as appropriate

Other Staff weekly

- Supports other staff/agencies in the team
- Able to cover for other staff as required
- Promotes an open, honest and inclusive environment for working

Decision making:

- Day-to-day decisions in relation to core tasks and responsibilities as outlined above.
- Understanding of matters which should be referred to line manager for consideration.
- Agreeing the performance related data and qualitative information which should be included in the report information to be provided to line manager, in line with the above responsibilities.
- Agreeing and formulating responses to queries received by the team, and recognising which queries should be referred to, or supported by line manager.
- Responsibility for prioritising own workload and assisting colleagues in prioritising their workload where required.
- Deputise for Senior members of the team where required.
- Represent the service in local forums and partnership arena, making decisions regarding service and resource allocation and deployment.
- Ensures that the safety and protection of children and young people is paramount, through the swift sharing of safeguarding related information without delay.

Responsibility for resources:

Responsible for the physical resources of the team that supports creative

engagement with participation and consultation.

Responsible for Laptop and Mobile Phone up to values of £750

Out of the office for more than 50% of the time.

WORK ENVIRONMENT

Work demands:

Post holder will work alone with young people which will be challenging and complex who will have different demands which can be conflicting.

Post holder will also work with groups of young people of varying size (dependent on the consultation type) with varying levels of needs and understanding within said groups, these groups may be frequently interrupted dependent upon the dynamics of the group.

The post holder will be expected to adjust their working pattern to accommodate changing priorities from line management, and to respond to changing needs of young people.

Physical demands:

The post holder will be required to work on ICT systems throughout the working day and travel to different sites across the authority.

Will be required to help children and young people in setting up displays and events which will include carrying displays, exhibition equipment etc to differing venues.

The post holder will also have to engage in activities with the young people.

Working conditions:

Frequent travel to other sites in North Lincolnshire, and nationally where required to attend training and information events.

Working unsocial hours where this meets the individual needs of young people to ensure effective engagement.

Transporting oneself and young people around North Lincolnshire to support young people at different venues dependent on need, and some travelling outside of North Lincolnshire where required to attend regional or national events.

Work context:

Post holder may work alone with young people, some which may have complex and challenging behaviours with varying levels of need.

Post holder will be expected to adhere to the lone working policy.

Post holder will need to be flexible to work evenings and some weekends.

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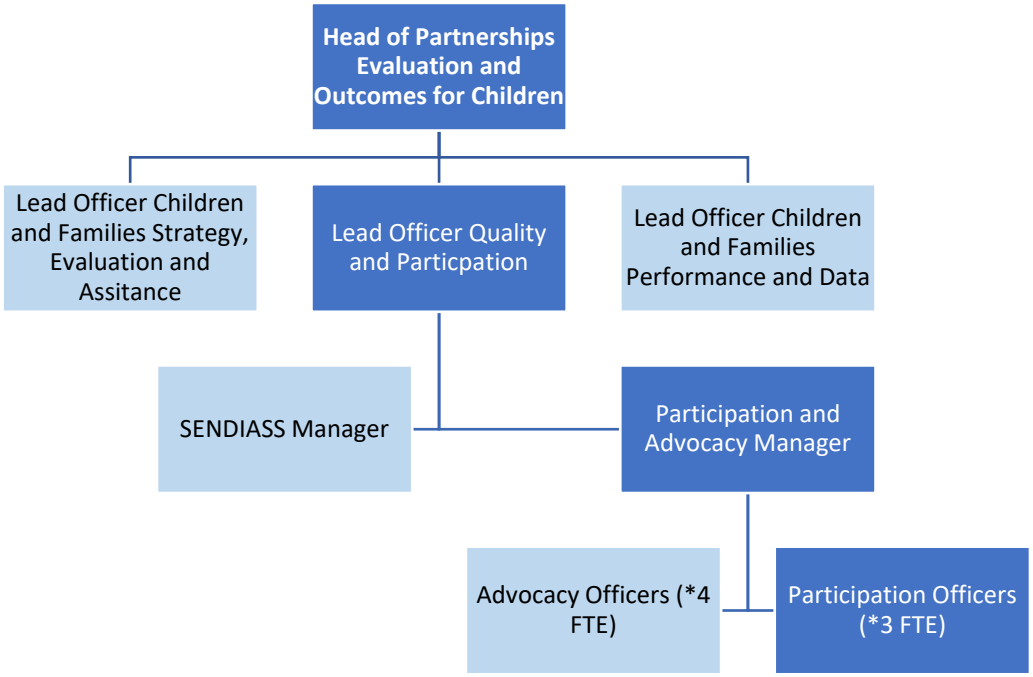
Position in organisation:

Indicate how many staff the post is directly accountable for: 0

Are posts in more than one location? **N/A**
Is this at the same site? **N/A**
Are the posts managed highly mobile? **N/A**

Is the supervision/management shared with another post in the structure?
No

Please indicate which post(s):



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of working with children and young people with additional need/vulnerabilities (e.g. care experienced, children in need, children with SEN/D) to bring about positive change • Knowledge of the issues and barriers faced by children and young people with additional need/vulnerabilities. • Excellent communication skills, including the ability to present complex information to children and young people in a clear and understandable format, written, verbally and in other formats as needed. • Ability to engage with and respond to queries of Elected Members, Directors, Senior Leadership Team and other Children and Families colleagues • Knowledge of systems related to Safeguarding, Child Protection, Children in Need, Children in Care and Care Leavers, SEN/D and Vulnerable Adults procedures. • Knowledge of council governance and assurance arrangements, including knowledge of the Voice and Engagement Framework, Children and Young Peoples Challenge • Well developed IT skills and knowledge of key IT applications. • Ability to work as part of a team and to your own initiative, under minimum supervision and ability to organise and prioritise your own workload. • Ability to demonstrate reliability and honesty throughout your work • Developed knowledge of the issues faced by children and young people who have additional needs / vulnerabilities • Ability to make decisions in the absence of a senior within an agreed framework. • Ability to maintain accurate records and maintenance of confidentiality, including sound awareness of GDPR regulations. • Knowledge of relevant legislation, including The Children Act 1989, Directorate policies and procedures, service standards, local and national guidance. • Knowledge of child development / adolescent and working with children and young people young people including those with diverse communication needs.	
Knowledge, Skills and Experience	**Interview**
• Experience of working with children and young people with additional need/vulnerabilities (e.g. care experienced, children in need, children with SEN/D) to bring about positive change • Knowledge of the issues and barriers faced by children and young people with additional need/vulnerabilities. • Excellent communication skills, including the ability to present complex information to children and young people in a clear and understandable format, written, verbally and in other formats as needed. • Ability to engage with and respond to queries of Elected Members, Directors, Senior Leadership Team and other Children and Families colleagues • Knowledge of systems related to Safeguarding, Child Protection, Children in Need, Children in Care and Care Leavers, SEN/D and Vulnerable Adults procedures.	

• Knowledge of council governance and assurance arrangements, including knowledge of the Voice and Engagement Framework, Children and Young Peoples Challenge • Well developed IT skills and knowledge of key IT applications. • Ability to work as part of a team and to your own initiative, under minimum supervision and ability to organise and prioritise your own workload. • Ability to demonstrate reliability and honesty throughout your work • Developed knowledge of the issues faced by children and young people who have additional needs / vulnerabilities • Ability to make decisions in the absence of a senior within an agreed framework. • Ability to maintain accurate records and maintenance of confidentiality, including sound awareness of GDPR regulations. • Knowledge of relevant legislation, including The Children Act 1989, Directorate policies and procedures, service standards, local and national guidance. • Knowledge of child development / adolescent and working with children and young people young people including those with diverse communication needs.
Education, Training and Qualifications — **Original documents**
Working Arrangements — **Interview**
• Ability to transport yourself throughout North Lincolnshire, and occasionally outside of North Lincolnshire in other parts of the country where required. • Ability to work unsocial hours where this meets the individual needs of young people to ensure effective engagement.

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
Knowledge, Skills and Experience	**Interview**
Education, Training and Qualifications	**Original documents**
Qualification to Level 3 in relevant subject area	
Working Arrangements	**Interview**

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THE POST IS SUBJECT TO:			
A Disclosure and Barring Service Check			
Yes – at the level below: ✓		**No** ☐	
• **Enhanced without Barred List** ☐ • **Enhanced with Barred List: Adults** ☐ **Children** ☐ **Both** ✓ • **Basic** ☐			
Political restriction			
	Yes ☐		**No** ✓
The ability to speak fluent English under the Immigration Act 2016			
	Yes ✓		**No** ☐

• Version Control			
Author	HR Policy Team	Date approved	19 September 2012
Status	V1.2	Last updated	9 February 2026 (DBS checks)