

Job Description	
Job Title:	Co-production Officer
Responsible to:	Volunteering and Community Engagement Department
Purpose of job:	To centrally coordinate and facilitate Outward's strategy and commitment to accessibility and co-production. The post holder will ensure that people we support are involved in the monitoring of quality standards within the organisation and that the views of people we support are captured and acted upon to make improvements.
Hours of work:	38 hours per week
Salary	£23,648 FTE
Location:	London
Based:	Across Outward services

Key tasks and responsibilities:

Developing and delivering training

- To work with the people we support to co-design and deliver training to our teams. This may take the form of creating accessible policy videos or literature.
- To support the delivery of our Welcome Days and core training modules in cooperation with Co-Trainers.
- To manage and coordinate Co-Trainers, which involves liaison with services and stakeholders in the Co-Trainers' lives, supervisions, processing of finances in relation to Co-Trainers employment as flexi workers.

Making Information Accessible

- To lead the development and implementation of the Information Accessibility Standards and ensure Outward is working to these standards.
- To work closely with each service to ensure communication needs are being met, and to develop innovative approaches for people we support to be involved in organisational decision making.
- To research and source accessibility technology in response to a service's needs.

Facilitating Co-Production

- To develop and review Outward's Charter in partnership with people we support, Outward's Board and Executive Team and other key stakeholders (e.g. family and friends).
- To facilitate Outward's Co-production Committee to ensure the views of people we support are well represented and appropriately reported to Outward's Board.

- To support the facilitation of Outward's Family and Friend's Panel to ensure the people who are important to those we support are kept up to date and involved in Outward.
- To work with Quality to involve people we support and other stakeholder's in reviewing relevant policies, procedures and guidance.
- To plan and deliver consultative workshops as required with people we support or other stakeholders.

Quality checking

- To support the management of Outward's Quality Checker programme as part of Outward's Annual Senior Management Audits schedule (ASMA).
- Assist with recruiting, inducting and managing Quality Checkers, who have experience of using Outward's services. This will involve supporting Quality Checkers to attend services as and when required.
- To work with the Quality Team to carry out an annual satisfaction survey for people who use our services, ensuring high levels of engagement through accessibility and independent support options.

Raising awareness

- To raise awareness, understand and improve practice across the organisation around co-producing services with people we support.
- Liaising with the Marketing and Communications team to promote awareness and guidance, clearly communicating the work that you do, to make sure that there is good engagement across Outward's teams.
- To promote across the organisation mindful use of language to describe people, the way they behave and how we support them.

Best Practice:

- To keep up-to-date with best practice through literature reviews, attendance at conferences and relevant forums and share your learning.
- To develop and implement best practice approaches to involving people in decision making in line with the Mental Capacity Act.
- To support the team to develop innovative approaches to involve people we support meaningfully in recruiting staff with the right skills and attitudes to support them.
- To investigate complaints and conduct disciplinary investigations where appropriate.

Additional Responsibilities

- Working in a friendly co-operative way at all times with people we support, their family and friends, other Outward departments and external agencies.
- To be positive about the people you support, your job and working for Outward.

- Following Outward's code of conduct.
- Respect the confidentiality of the information you hold about the people you support and Outward.

Person Specification	
Essential	Desirable
Experience and knowledge	
Keen interest and experience in working with adults with a learning disability.	Knowledge of developing and delivering training. Experience of co-producing services. Experience of being involved in or carrying out quality checks or audits.
Knowledge of communication approaches and the ability to create visual communication aids.	
Knowledge of relevant legislation, guidelines, policies and government initiatives in relation to co-production and accessibility.	
Technical and Practical Skills	
Ability to write and deliver presentations.	
Uses person centred language naturally in written and verbal communication	
Ability to produce easy read documents with confidence and ease.	
Confident computer skills and proficiency in MS Word, Excel, PowerPoint, Publisher.	
Good organisation skills and the ability to prioritise to meet deadlines in an environment which may have conflicting pressures and demands	
Excellent communication, conflict resolution and interpersonal skills.	
Ability to manage the process of a project- from inception through delivery and end reporting	
Personal Attributes	
A commitment to promote choice, and to empower adults at risk to lead the lives they want, irrespective of their needs or disability.	
The ability to network and build relationships internally and in an outward facing capacity.	
Naturally treats everyone they meet with dignity and respect. Dynamic, adaptable and compassionate person with a friendly and kind approach to others.	
The ability to work effectively on your own.	

Reflective about their work and takes responsibility for their own development.	
Able to think creatively and use initiative to find practical solutions to problems.	
Our values	
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
Safeguarding statement	
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.	