

Directorate: Children, Young People and Education

Unit/Section: Virtual School Kent

Grade: Intermediate Apprenticeship

Responsible to: Participation and Engagement Manager

Apprenticeship Training Details

Name of Apprenticeship Standard: Customer Service

Level of Apprenticeship: L2

Length of Study: 12 months

Purpose of the Job:

To work as a member of the VSK Participation Team; assisting in the development of Children in Care, Young Care Leavers and other young people's participation and engagement ensuring they are given a voice about how Children's Services are shaped and delivered.

Main duties and responsibilities:

- To act as a good role model to Children in Care and other young people, supporting their positive behavior, and to have a positive influence on service delivery.
- To support young people's council groups and forums, working directly with young people to encourage attendance and inclusion in group discussions, activities and other initiatives.
- To assist in the planning, organising and to participate actively on and participation activity days and residential trips for children and young people.
- To sit on young person's interview panels, and to identify, and provide active support to other young people when they participate in interview panels.
- Provide support to children and young people on an individual or group basis, under the guidance of the Participation Team to develop confidence in expressing their own views. To inform and feedback to senior management, Members and other professionals to improve the service delivered to young people.
- To prepare presentations and flyers and to undertake administrative tasks to support the Virtual School Kent's Participation Team, such as photocopying, maintaining and updating records and databases.
- To assist the Participation Team with projects and other initiatives.
- To fulfill the criteria of the apprenticeship qualification.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Apprentice Participation Worker*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	
EXPERIENCE	<ul style="list-style-type: none">• Experience of supporting children and young people, at school or on a voluntary basis.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Have a keen interest in working with children and young people, and in achieving positive outcomes for them• Have the ability to work well as part of a team as well as being able work using own initiative• Good communication and interpersonal skills that demonstrate the ability to liaise effectively and build good working relationships with staff and young people• Be able to work alongside a wide range of people from different backgrounds• Good time keeping skills• Able to work flexible hours which will, at times include early mornings, evenings, weekend and school holiday working• The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential
KNOWLEDGE	<ul style="list-style-type: none">• Awareness of the importance of confidentiality and data security• Basic understanding of how to use IT applications
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge• We are curious to innovate and improve• We are compassionate, understanding and respectful to all• We are strong together by sharing knowledge• We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best</p>

	<p>interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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