

Job Description

Job Title	Co-Production Lead
Directorate	Adult Social Care & Health
Service Area	Governance, Improvement & Development
Grade	7
Competency Level	2
Salary	£42,123 - £47,665
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	

Job Purpose

Co-production is key to improving the way we work as it helps us design services that work for people and support the lives they want to live as independently as possible.

It gives people a voice in the decisions we make across Adult Social Care, ensuring their experiences, views and expertise inform how services are designed, delivered and improved.

We are developing an approach that involves people at the very earliest opportunity, ensuring their involvement is continued throughout our service improvement, operational delivery of social work functions, commissioning, contract management and quality assurance activity.

A consistent approach to co-production across the Adult Social Care Directorate will help the council ensure that people are at the heart of everything we do. Our ambition is to embed co-production across all aspects of our work, making it a core principle of how we design, deliver and improve services.

You will support this vision by designing, developing and embedding an approach and ways of working to ensure people are at the heart of decision making about their care and support and they are actively part of coproducing and codesigning the services of the future.

Directly Responsible For:

No line management responsibilities

Directly Responsible To:

Engagement & Improvement Lead

Main Areas of Responsibility:

- Support the development of a framework that ensures good coproduction principles are understood and followed across the department using recognised coproduction approaches that build a strong approach
- Develop and lead the implementation of a plan for coproduction across the Directorate that helps us to embed a culture of coproduction and provides the necessary approaches for doing it well

- Support work with services to build an equal relationship between people who draw on care and use our services and the people responsible for delivering services
- Build relationships with service and project leads across Service Improvement, Transformation, Commissioning and Operations and other key stakeholders to ensure that genuine coproduction is at the heart of the work we do
- Support and develop an approach that supports colleagues leading on service improvement to bring in the voice of people and create opportunities to support residents to develop the necessary skills for participation
- Develop and maintain relationships with voluntary, community, faith and cultural organisations, community leaders and other key stakeholders to strengthen engagement with Liverpool's diverse communities and support co-production and involvement in shaping future service development
- Ensure co-production and engagement activity is inclusive and accessible, proactively seeking and valuing the views, experiences and perspectives of people from diverse backgrounds, including those with protected characteristics and communities whose voices are less often heard
- Obtain feedback from established and newly developed mechanisms and channels to assess the quality and effectiveness of coproduction within projects and services, identify changes to improve quality and outcomes and, where necessary, develop new mechanisms for assessing quality of coproduction and impact
- Develop a strong external network and stay actively abreast of new developments and the latest thinking relating to coproduction and work to continuously develop and improve the Council's approach

Supervision & Management Responsibility:

- No supervision or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role requires the post holder to sit for long periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to degree level or able to demonstrate equivalent knowledge, skills and experience gained through significant professional experience in coproduction, engagement, health, social care or related fields (A,I)

Desirable

- Evidence of personal commitment to continuous professional development and improvement
- Postgraduate qualification in a relevant field, or able to demonstrate equivalent advanced knowledge, skills and experience gained through significant professional experience in coproduction, engagement, health, social care, or related fields

Experience

Essential

- Experience of citizen led working with a wide range of communities from diverse backgrounds (A,I)

- Experience of designing and developing frameworks for coproduction including those that support cultural and process change within a large organisation (A,I)
- Proven experience of navigating complex stakeholder dynamics, and establishing effective working relationships with key individuals in the community and different organisations and partners (A,I)
- Proven experience of delivering coproduction and / or engagement activities across different channels and using a range of tools and techniques including face-to-face and online (A,I)
- Experience of developing successful coproduction approaches within an adult social care or health context and demonstrating impact (A,I)

Desirable

- Experience of training colleagues, partners and citizens in carrying out genuine coproduction

Skills/Abilities

Essential

- A comprehensive understanding of social care and the current social, political and financial context (A,I)
- A thorough knowledge of nationally recognised good practice for coproduction for example drawing from the work of Think Local Act Personal, Social Care Futures, SCIE, NDTi and other organisations that promote and lead the way in citizen led work (A,I)

- Excellent communication and engagement skills that are inclusive of a wide range of audiences including people who draw on care and support, wider citizens, carers, colleagues, senior managers, partners and providers (A,I)
- Excellent IT skills including word processing, spreadsheets, databases, email, internet browsers and business specific ICT systems (A,I)

Desirable

- Direct experience or an in-depth understanding of and empathy for those who draw on care, their carers and the issues they face
- Well-developed writing skills with the ability to write clearly and for a range of audiences
- The ability to analyse data and present complex information and recommendations in a clear manner to a range of audiences
- The ability to build and maintain effective working relationships at all levels across the organisation and the borough in order to influence and get things done
- The ability to design and deliver engaging training for a range of audiences

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council