



Job Description and Performance Framework

Role Title: Engagement Lead

Reports to: Senior Manager (Priyanka)

Salary: £30k per annum

Service Area: MyLife Support Service

About HF Mencap

HF Mencap supports people with learning disabilities and autism to be heard, realise their potential, and be included in their community. Our services are co-produced, person-centred, and grounded in safe, effective, caring, responsive and well-led practice.

Job Purpose

The Engagement Lead is responsible for leading high-quality, person-centred activity provision within MyLife, ensuring services are safe, effective, caring, responsive and well-led.

You will coordinate engaging opportunities across sites and in the community, enabling people to develop independence, achieve outcomes, and participate meaningfully in everyday life.

You will also drive quality assurance, compliance, and continuous improvement, ensuring practice meets organisational standards and regulatory expectations.

Key Responsibilities

MyLife Support Service – Safe and Effective Delivery

- Ensure all activities are delivered safely, with appropriate risk assessments and control measures in place.
- Promote and adhere to safeguarding procedures, reporting concerns promptly and accurately.
- Ensure support is delivered in line with care plans, risk assessments, and best practice.
- Support staff to follow policies including safeguarding, health & safety, and infection control.

MyLife Support Service – Person-Centred and Caring Support

- Ensure activities are tailored to individual needs, preferences, and goals.
- Promote dignity, respect, choice, and independence in all interactions.
- Support individuals to build confidence, skills, and social connections.
- Champion inclusive practice, equality, and accessibility.

MyLife Support Service – Responsive and Co-produced Services

- Plan and coordinate activities that reflect the interests and feedback of the people we support.
- Ensure services are co-produced, with individuals actively shaping activities and delivery.
- Adapt provision to meet changing needs, preferences, and outcomes.
- Support community engagement and integration opportunities.

MyLife Support Service – Well-Led Practice and Staff Support (when deemed appropriate by line manager)

- Provide line management, supervision, and development support to staff.
- Promote a positive, accountable, and values-led team culture.
- Support staff to deliver consistent, high-quality, person-centred care.
- Ensure clear communication, role clarity, and effective teamwork

Care Planning and Onboarding Responsibilities

- Lead on the development of individual activity plans for all new clients during the initial onboarding and care planning process.

- Ensure each activity plan is person-centred, outcome-focused, and reflects the individual's preferences, needs, and goals.
- Upload and maintain activity plans on Log my Care, ensuring they are accurate, up to date, and accessible to support staff.
- Provide clear guidance to support staff on delivering activities in line with agreed plans.
- Regularly review and update activity plans in collaboration with clients, families, and relevant professionals.

MyLife Support Service – Quality Assurance and Improvement

- Monitor the quality and consistency of service delivery across MyLife.
- Ensure compliance with care plan reviews, safeguarding processes, and organisational standards.
- Identify areas for improvement and implement changes to enhance quality and outcomes.
- Support audits, inspections, and internal quality reviews.

MyLife Support Service – Programme and Service Development

- Develop and improve activity programmes in line with client outcomes and organisational priorities.
- Introduce new opportunities that promote independence, wellbeing, and community participation.
- Contribute to service growth and innovation.

MyLife Support Service – Transport and Driving Responsibilities

- Safely transport clients, including pick-up and drop-off, typically two days per week.
- Ensure transport is delivered safely and in line with individual needs and organisational policies.

Organisation-Wide – Feedback and Co-production

- Collect and act on feedback from people we support, families, and staff.
- Ensure services reflect lived experience and are co-produced.



- Contribute to organisational learning and continuous improvement.
- Support the collation and reporting of feedback, outcomes, and service insights to the Senior Management Team (SMT) and Trustee Board.