



# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

<b>JOB TITLE:</b>	Early Help Parenting Officer		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Childrens Services
<b>JOB CODE:</b>			
<b>REPORTS TO:</b>	Early Help Parenting Lead	<b>LOCATION:</b>	Locality Hubs
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>Enhanced DBS is required for this post</li> <li>Ability/willingness to travel from location to location</li> <li>Evening and Weekend work is required in this role.</li> </ul>		

## 1. Main purpose of the job role:

- To be responsible for the design, delivery, organisation, recording of families to appropriate evidence based 1 -1 and group, (face to face, virtual and online) parenting programmes across localities.
- To be responsible for the delivery of therapeutic and specialist parenting programmes to some of the most complex and vulnerable families.
- To oversee the work of commissioned 'support staff' and groups of Early Help Volunteers whom are supporting the delivery of all parenting programmes.
- To contribute to design, oversight, completion, input & analysis of outcomes & evaluation projects for families accessing Early Help Parenting Services and Early Help Specialist parenting support services.
- To contribute and work with partners to the design of parenting programmes, self-help, virtual and online parenting programmes for parents with lower level support needs.

## 2. Role specific duties and accountabilities:

To be responsible for the development, delivery, organisation, recording of families to appropriate evidence based, evidence informed 1to1 and group, (face to face, virtual and online) parenting programmes across localities, including:

- Receiving referrals, undertaking assessments, undertaking screening and provide structured parenting group programmes, one to one programmes and bespoke packages of parenting support to parents/ carers/ grandparents.
- To build trusting and helping relationships with parents / carers and provide parenting support in flexible ways to meet need and influence positive outcomes for Children and Young people.
- To develop inclusive programmes reaching the most hard to reach families and other disadvantaged groups (including reaching fathers and families with complex needs) and develop processes to increase take up and engagement with parenting programmes.
- To develop ongoing flexible delivery plans and shape the parenting programme delivery to meet the needs of families including provision that meets the needs of, working parents, and parents with specific support needs.
- To develop pre and post support mechanisms for parents/ carers accessing parenting programme interventions such as welcome and after care sessions to help parents implement new parenting practices.

6. To screen and assess families ensuring the delivery of the 'right' parenting programme support at the 'right time'.
7. To co-ordinate and liaise with Locality Hubs / Lead Professionals / Early Help Partnership Officer / Early Help Project Officer, Social Workers, other involved agencies and contribute to design of parenting provisions including bespoke packages of parenting support.
8. To deliver & co-deliver group programmes, face to face, virtual and online parenting programmes with other trained professionals and other partners involved in the delivery of parenting programmes to families in need of parenting support
9. To co work with other Lead Professionals and Social workers in the delivery of parenting support directly to families including co-working for bespoke packages of support.
10. To arrange all delivery resources and materials in line with parenting programme providers requirements for all parenting activities including groups, specialist, one to one and bespoke packages of support resources.
11. To input to MI systems for parents attending parenting programmes, including input to Mosaic.
12. To liaise with programme providers and adapt and shape evidence based programme delivery in line with provider's agreements and oversights where necessary.
13. To keep up to date with research related to parenting programmes and adapt and shape programme delivery in line with new research focuses.
14. To contribute to training & support of new groups of staff becoming facilitators of parenting programmes.
15. To respond to safeguarding needs and support families to access services.
16. To respond to issues of neglect, abuse, parental conflict and ensure the right help at the right time for families accessing parenting services.
17. To identify and support parents / carers into further wider ongoing support where necessary.
18. Apply health and safety practices, safeguarding and wellbeing and undertake risk assessments for parenting programme groups/activities.

To be responsible for specific delivery of 'therapeutic' and 'specialist' parenting programmes to support some of the most complex and vulnerable families, including:

19. To deliver group, one to one, bespoke parenting programmes to families identified through Early Help & Social Work Plans to provide parenting provision that address Domestic Abuse, Trauma, Attachments, Parental Conflict, ACE factors, Reducing Parental Conflict, Inclusion in Education, Crime/ASB, Poverty, Health & Wellbeing, Drug & alcohol, issues.
20. To work closely with Social Workers and Early Help staff, including Lead Professionals to ensure parents attendance at specialist parenting programmes, and ensure 'joint work' practices and specialist bespoke packages of parenting support are available to support families that are most in need.
21. To arrange and oversee all practical elements of full day specialist programme delivery – rooms, transport, crèches staff, childcare ratios, risk assessments.
22. To book appropriate & fit for purpose venues and oversee health and safety and risk assessments for parents and children attending parenting programmes.
23. To respond to and manage disclosures by parents during parenting groups, keeping in mind the safety of the individual and of the other group participants.
24. To have clear controls and responses in place for the management of groups of people, management of distressing subjects, distressing situations, conflict and inappropriate behaviours.
25. To oversee any 'supervised contact arrangements' and ensure specific plans are in place to manage any supervised contact when children and parents are attending parenting programmes.

26. To design and deliver therapeutic group work principles and ensure trauma informed practice throughout all parenting delivery.
27. To practice and implement containment and reciprocity principles through all communication with parents across all parenting programme delivery.
28. To design and deliver attachment focused group work principles, focusing heavily on re-building attachments between parents and their children
29. To work with families, Early Help Staff, Lead Professionals and Social work to identify and refer on families who need specialised therapy, counselling where necessary.

To oversee the work of commissioned 'support staff' and groups of Early help Volunteers for children's groups, crèche's whom are supporting the delivery of evidence based parenting programmes, including:

30. To oversee – book crèche/ children's group workers from approved suppliers, plan crèche activities and oversee the crèche/children's group role : 'activities / plans / risk assessments/childcare policies & childcare good practices. Also support staff to appropriately respond to any safeguarding concerns whilst they are undertaking crèche/children's group responsibilities for a parenting programme.
31. To oversee the work of Early Help Volunteers, supporting parenting group delivery – plan workload/activities/, support volunteers to shape and enhance their skills in parenting delivery. Also support the volunteers to appropriately respond to any safeguarding concerns.
32. To ensure clear process/ protocols/ safeguards are in place for crèche and volunteer staff supporting parenting group delivery.
33. Ensure programme fidelity and balance and assess carefully the requirements of the Lead Professional/ Early Help Worker/ Social Worker, the parents' wishes with any programme specific aims or requirements as outlined by the parenting programme provider.
34. To support Early Help volunteers and Crèche / children's group staff in responding to difficulties and problems whilst they are supporting the parenting group.
35. To manage any difficulties or conflict that arises between crèche /children's group staff, parents, volunteers or others associated with parenting programme delivery.
36. To oversee child/worker ratios and safe working practices when running groups with children and their families

To contribute to design, oversight, completion, input & analysis of outcomes & impact evaluation projects for families accessing Early Help Parenting Services and Early Help Specialist parenting support services, including:

37. To work with Early Help Family Support Workers, Early Help Volunteers, Lead Professionals, Social Workers, Early Help Partnership Officer and Early Help Project development officer in the delivery of parenting programmes to maximise reach and impact of parenting programmes to families across localities.
38. To contribute to the assessment and analysis of performance information to design effective parenting provision across localities.
39. To monitor, reflect and analyse families 'journey of change' and design and adapt intervention to maximise positive outcomes for families
40. To encourage parents to take up evaluation measures, and keep up to date with research in relation to parenting programmes and measuring outcomes for families.
41. To collect evaluation data and parents inputs to programmes and use this to feed management reporting and shaping effective parenting provision
42. To work with internal and external bodies (such as the EIF / performance teams) to ensure appropriate design of evaluation, tight and relevant evaluation process are in place.
43. To regularly review and analyse the delivery of parenting programmes and contribute to management reporting.

44. To identify and develop parent and carers skills and empower parents/ carers to ensure service user voice translates back into service design, delivery of parenting programmes and pathways of support.

To contribute and work with partners to the design of parenting programmes, self-help, virtual and online parenting programmes and pathways of support for parents with lower level support need, including:

45. Promote good understanding across children's services, health, education and VCS sector about the local offer of parenting provision, self-help, and online parenting programmes.
46. To ensure parents are engaging with the right programme, provided by the right agency at the right time.
47. Support partner agencies and internal pathways to ensure there are clear and informed access routes to parenting provisions including group, one to one, specialist and bespoke support, and support to other parenting offers at lower level need interventions.
48. To design resources, leaflets, self-help, top tips, parenting literature for use across all levels of parenting support.
49. To work closely with the Early Help Marketing Lead & inform and oversee 'self-help' parenting website pages and contribute to changes to websites, and support resources for parents
50. To promote the take up of other parenting programmes such as online programmes and other partner agencies parenting programmes.
51. To keep a central hub of recourses and records of delivery and use systems to monitor and record engagement, retention and impact of service delivery.

Other specific duties and accountabilities:

52. To be accountable for own progression in career development by learning through training opportunities and both personal and professional developmental opportunities.
53. To contribute to the management of resources through the appropriate recording of any expenditure and activity.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in

achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



**Walsall Council**

JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Demonstrate ability and skills in the delivery of parenting programmes to a range of parents with a range of needs	A/I	3
Demonstrate ability to design, co- produce parenting support programmes and work in partnership with parents to implement and sustain changes	A/I	3
Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines	A	3
Ability to make and maintain effective records and reporting lines on parenting interventions and outcomes for CYP and families.	A	3
Ability to respond appropriately to manage complex and difficult situations whilst delivering parenting programmes, including managing conflict that can arise in parenting programmes	A/I	3
Ability to oversee , support and workplan for other staff, including supporting other staff in the management and responses to difficult and complex situations.	A/I	3
Ability to support others / train others to deliver parenting programmes	A/I	3
Ability to assess & analyse the needs of CYP, parents and carers.	A/I	3

<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Demonstrate knowledge and understanding of current parenting issues, the research relating to parenting programmes and the provision of evidence based parenting services.	I	
Knowledge of trauma, attachment and therapeutic group work principles.	A	3
Experience of scheduling short and long-term service provision, needs led groups & 1 2 1 interventions to meet the needs of CYP and families.	A/I	3
Experience of co – designing parenting programmes and adapting deliver styles to meet the needs of a wide range of parents / careers	A/I	3
Experience of delivering effective parenting support programmes and tailoring service to meet the needs of individual families, including families with complex needs.	A/I	3
Experience of delivery of parenting support programmes with a wide range of agencies and working closely with other professionals to design effective packages of parenting support to parents/ carers.	A/I	3
Experience of managing and responding confidently to conflict in groups of people	A/I	3
Experience of contributing to the design and input to evaluation and impact measures for parenting programmes	A/I	3
Experience of designing support materials around parenting support	A/I	3
Experience of the delivery of Virtual parenting support	A/I	3
Experience of delivery or co/ delivery of parenting programmes to parents with specialist and or complex needs (such as Domestic Abuse, Drug or Alcohol dependency, Trauma or ACE) A minimum of 1 year experience is required.	A/I	3
Evidence of continuous professional development (where applicable)	A	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
A Level 3 or equivalent and / or vocational qualifications (e.g. children and young people or communities)	A	3
Or a minimum of 12 months experience working with children and families this could include: Trained in one or more of the following evidence based parenting programmes: mellow parenting, triple p, SF10-14, SFSC, Understanding your Child parenting programmes	A	3
Trained in Solihull Approach 2 day foundation training, with experience of applying principles of containment and reciprocity in parenting support	A	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b>	Georgina Atkins	<b>Date:</b> Nov20