

**Job Description****Social Services Department**

<b>Post Title</b>	<b>Language and Play/Number and Play Support Officer</b>		
<b>Post Number</b>	<b>Fixed Term</b>	<b>Grade</b>	<b>4</b>
<b>Base</b>	<b>Heart of the Valley's Children's Centre, Blaina</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>		<b>Disclosure</b>	<b>Enhanced</b>
<b>Contact</b>	<b>Hannah Dyer</b>	<b>Updated</b>	<b>April 2014</b>

**Principal Job Purpose**

Responsible to: Language and Play/Number and Play Co-ordinator

Responsible for: Assisting the LAP/NAP Co-ordinator in organising, delivering and monitoring the Generic and some Flying Start LAP/NAP programmes throughout Blaenau Gwent.

**Principal Accountabilities**

1. This position will assist in achieving the aims of the Welsh Government initiative to improve the early language and number skills of young children age 0-3 years, across the Borough, with a target audience of parents and carers that are likely to have little experience of developing the language and/or number skills of their children.
2. To facilitate groups with parents' and carers and their children, incorporating the aims of Generic or Flying Start LAP/NAP programmes, maintain programme fidelity at all times and ensure a welcoming environment.
3. To assist in the promotion and delivery of LAP/NAP throughout the Borough, in community buildings with vulnerable families and providing vulnerable families with taster sessions in the home, as directed by the LAP/NAP Coordinator.
4. To assist with the training of new Language and Play Facilitators.
5. To distribute Language and Play resources to other LAP facilitators and relevant partners.

6. To support the Language and Play Coordinator regarding the planning and delivery of training programmes.
7. To provide reports for the LAP Coordinator, as and when required, regarding parent engagement, attendance and completion of LAP/NAP programmes.
8. To keep an inventory of resources to meet individual needs of facilitators and parents e.g. Bilingual, CD's
9. To work as a team to plan a variety of programmes, sensitive to the needs of service users.
10. An awareness of other agencies and organisations to assist in meeting the needs of parents, carers and children.
11. To operate from various settings and take an active part in outreach work.
12. To manage a database to record and report back on the progress of families accessing the scheme for monitoring and evaluation purposes.
13. To work within communities to disseminate information regarding the Welsh Government LAP/NAP programmes.
14. To provide the Flying Start Coordinator and LAP/NAP Coordinator with statistical data on a monthly basis relating to the providers and the number of beneficiaries of Flying Start and Generic programmes.
15. To work in partnership with the Flying Start Team.
16. To assist with administration as required by the post and have experience of IT packages eg. Excel, Publisher, Powerpoint.
17. To provide administration support for the LAP/NAP Co-ordinator eg minute taking, registration forms, setting up meetings, arranging payment of invoices on the online system.
18. To assist with awareness events aimed to engage parents and children.
19. To work occasional evenings and weekends as and when required.
20. To undertake any other duties deemed necessary to this post and work within the Children's Entitlement Team.
21. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
22. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

The post is available until 31<sup>st</sup> March 2015, subject to review and the continuing availability of Welsh Government Funding.

## Person Specification – Non Managerial

### 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
To currently hold or be working towards a level 3 qualification or above in Early Years, Childcare or similar	E	✓			
Relevant administration qualifications e.g. Clait 1	D	✓			
<b>Other experience</b>					
Practical experience of facilitating groups with parents/carers and their children	E	✓			
To have practical experience of MS Office	E	✓			
Working in partnership with other agencies and organisations	E		✓		
Experience of outreach working in a variety of settings	D	✓			
Experience of working with vulnerable families	D	✓			
<b>Knowledge/Skills</b>					
To have knowledge of child development and confidentiality	E		✓		
To have knowledge of IT packages	E	✓			
A knowledge of the Welsh Government Language and Play/Number and Play initiatives	E	✓			
An awareness of current legislation regarding children and their families	E		✓		
An awareness of the Flying Start initiative from the Welsh Government	D		✓		
The ability to relate well both to young children and families	E		✓		
A demonstrable range of practical skills e.g. storytelling, craft, activities	E			✓ Task	
Basic administration skills including word processing, use of databases, minute taking	E	✓			
To be able to organise, plan and prepare opportunities for families in an environment which is stimulating and challenging	D	✓			
To be able to observe, assess and record the progress of children and their families	D	✓			
Self motivated, enthusiastic and able to work on own initiative	E	✓			
Willingness and desire to work with children and families in Communities First/Flying Start and other areas of disadvantage	E	✓	✓		
To be able to work alone and as part of a team	E	✓			

<b>2. Special Requirements</b>	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
To hold a full driving license and have access to own car	E	✓			
Ability to speak Welsh	D	✓			
Commitment to working Flexible hours including some evening or weekend work	E	✓			

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

<b>Assessment Method</b>
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	<b>Assessment Method</b>			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice				✓

	when necessary				
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓