

**Job Description****Department**

<b>Post Title</b>	<b>Parenting Support Worker (Families First Team)</b>		
<b>Post Number</b>	<b>BG10421 (Covering BG10420)</b>	<b>Grade</b>	<b>5</b>
<b>Base</b>	<b>Community Hub</b>	<b>Hours of Work</b>	<b>32</b>
<b>Car User Allowance</b>	<b>Casual</b>	<b>Disclosure</b>	<b>Enhanced</b>
<b>Contact</b>	<b>Ruth Parry - 01495 355584</b>	<b>Updated</b>	<b>March 2015</b>

**Principal Job Purpose**

Responsible to: Parenting Team Leader

Responsible for: The delivery of the Families First Parenting Programme across Blaenau Gwent

1. To actively contribute to the delivery of the Welsh Government Families First Programme via support of vulnerable children, young people and their families, living within the Community Hub areas.
2. To work as an integral part of the community hub delivering parenting support programmes to families across the Borough on an individual or group basis, empowering parents to develop positive parenting strategies to improve family outcomes.
3. To work effectively and efficiently to deliver against targets set within the Blaenau Gwent Families First Outcome Agreement
4. To deliver and co-facilitate Families First parenting programmes to families who have been identified as part of the Joint Assessment Family Framework process (including Request For Services)
5. To deliver the Incredible Years Parenting programme using the methodology, strategies and techniques which are required to nurture and provide a safe and comfortable environment for parents within the group
6. To deliver Family Lives Programmes / Parents Together Workshops and courses on a range of parenting issues according to needs.

7. To maintain contact with each group member between sessions, including undertaking home visits.
8. To be able to communicate contentious and sensitive information to parents
9. To undertake administrative duties as required by the Parenting Team Lead and the Families First Operational Manager and to include collecting appropriate data for the Families First database.
10. To be responsible for measuring and capturing distance travelled for all parenting programmes through completion of the TOPSE (Tool to Measure Parenting Self Efficacy)
11. To participate in promotional events including fundays, conferences, launches, etc.
12. To ensure all records are kept up to date in line with Safeguarding Guidelines.
13. To be available to work out of normal office hours, in order to meet the needs of the individual families needs or service requirements.
14. To attend appropriate training as and when required.
15. To have a sound knowledge of the All Wales Safeguarding procedures and UNCRC.
16. To ensure that all aspects of project work include participation with children, young people and their parents.
17. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
18. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
19. To observe confidentiality in all aspects of the work and pay particular attention to the Data Protection Act 1998 and to work at all times in an anti-discriminatory manner.



<p>with Safeguarding Guidelines</p> <ul style="list-style-type: none"> <li>• Experience of undertaking work to provide support in crisis situations</li> <li>• Experience of engaging families in outreach events</li> </ul>	<p><i>Desirable</i></p> <p><i>Desirable</i></p>	<p>✓</p> <p>✓</p>			
<p>Knowledge/Skills</p>					
<ul style="list-style-type: none"> <li>• A good working knowledge of child protection procedures, information sharing and tiers of intervention.</li> <li>• A sound working knowledge of legislation, guidance and standards related to support services for children, young people and their families including the JAFF/ Team Around the Family Model.</li> <li>• A good working knowledge of Webster Stratton Incredible Years Parenting, Parents Together or other parenting programmes</li> <li>• A good understanding of group dynamics and effective facilitation skills</li> <li>• A sound knowledge of the participation agenda and the UNCRC</li> <li>• A good understanding of the barriers around engaging with "hard to reach" families</li> <li>• Having an avid interest in providing appropriate parenting support to families to ensure children reach their full potential.</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desireable</p> <p>Desireable</p> <p>Desirable</p> <p>Essential</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		

## 2. Special Requirements

	Essential	Desirable
• Full driving license and access to a car for work purposes.	✓	

## 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.

Assessment Method					
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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	✓			✓

Assessment Method					
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Topic	Competencies	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 & feedback 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 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	✓			✓