



ParentingNI

Candidate Information Pack

For the position of

Parenting Support Officers (2 posts)

Completed Application Forms must be returned to
Parenting NI
by
noon on Thursday 28th February 2019



Registered with
FUNDRAISING
REGULATOR



Foreword from the CEO

Dear Applicant

Thank you for your interest in the post of Parenting Support Officer at Parenting NI. The Charity, established in 1979 as Parents Advice Centre, provides free support for parents across Northern Ireland. Parenting NI Freephone Helpline and other regional services, initially delivered by volunteers and now by trained staff, has helped thousands of parents, grandparents and others in a parenting role for over 4 decades.

We are currently looking to recruit 2 Parenting Support Officers to provide home based family support.

The post holder will have responsibility for assessing client need, developing a support plan and review progress of same.

If you share our passion to improve the outcomes for our children and young people through supporting their parents all across Northern Ireland, we welcome you to apply for this position.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Charlene Brooks', written in a cursive style.

Charlene Brooks
CEO

PARENTING NI BACKGROUND

Parenting NI has been supporting parents across Northern Ireland since 1979, helping them to thrive and improve outcomes for children and young people. Parenting NI provides a wide range of user-informed services.

We greatly value the feedback and input of parents in all of the services that we provide. As parenting changes, it is essential that the support offered to parents adapts to new challenges and that Parenting NI remains at the forefront of evidence based and evidence informed parenting support practices. Parents are both our clients, and our most important stakeholders. While we value the fantastic relationships we have built with government departments, other charitable organisations and civil society, it is essential that our forward direction is determined by what parents want.

We are committed to valuing our fantastic staff – ensuring that they continue to develop and feel fulfilled. By doing so, we can ensure that we provide support that is timely and effective, as well as retaining talented individuals who are dedicated to improving outcomes for children and parents alike.

OUR CORE SERVICES

Parenting NI focuses on key areas of work to support parents in their parenting role:

- Freephone Helpline Service
- Parenting Education (Projects, Programmes and Workshops)
- Employee Wellbeing Services (Sessions and support in the Workplace)
- Parental Participation (Promoting positive parental engagement – giving parents a voice)
- Training (For parents and professionals)

OUR VISION of the future is one where parenting is highly valued.

OUR VALUES Through our values, we reflect an organisation that can be relied upon in all respects, and one we can be proud to work for. These values help build our common culture and guide us in all our decisions

OUR MISSION is that Parenting NI can provide a range of accessible services and support to meet the needs of those in a parenting role

VALUES	WHAT THIS MEANS IN PRACTICE
P rofessional	We will work together as a team to apply principles of excellence, compassion, communication and accountability, and by working together with other professionals aim to achieve optimal support for parents
A ccessible	We will strive to deliver responsive and accessible parenting support and services across the region
R espectful	We will show consideration for one another and recognise and respect each other's differences
E quality	We will ensure all parents have an equal right to access our support and services.
N eeds Led	Every parent has the right to a voice. We will listen to what parents need and develop services to meet those needs.
T rustworthy	We will be open and honest in everything we do.

TOTAL REWARD STATEMENT

Parenting NI values our employees and provides an enhanced package of employee wellbeing support which includes:

- Sector competitive salaries
- Enhanced paid annual leave
- Clear policies and procedures
- Mileage allowance at the HMRC rate
- Salary Sacrifice for pension, childcare and charitable giving
- 3% contributory pension scheme
- Enhanced sick, maternity, paternity and adoption pay
- Annual increments to top of scale and cost of living increase (pending Board approval)
- Time Off in Lieu in compensation for additional hours worked
- Structured Annual Performance Reviews
- Occupational Health
- Access to Staffcare – an employee assistance programme
- Individual support through regular supervision
- Team building and staff team days
- Comprehensive induction programme
- Organisation wide training and development opportunities
- External training and development opportunities linked to role, strategic plan, individual requests and competencies
- Membership of role related organisations
- Celebration of Individual and Team success

JOB DESCRIPTION

Job Title	Parenting Support Officer (2 posts)
Responsible to	The Board of Trustees through the Director for Family Support Services, reporting to the Education Manager
Location	Post 1 – Based in the Craigavon area (possibly from home) with travel within the Craigavon area and attendance at meetings in Belfast as and when required Post 2 – Based in the Banbridge area (possibly from home) with travel within the Banbridge area and attendance at meetings in Belfast as and when required
Hours	17.5 hours per week per post, the hours for delivery will vary depending on families' needs
Salary	Band 4 pt 16 – £10,364 per annum (FTE £21,909 per annum)
Pension	3% Employer contribution
Holiday	28 flexible days per annum plus 13 fixed days when the office is closed which includes statutory and customary holidays (pro rota)
Contract	Fixed term contract for 3 years (with the possibility of a 2-year extension)

Job Purpose:

Parenting Support Officers are employed to provide a range of support to parents and families including practical home based support to families; facilitation of parenting groups, programmes and/or workshops; supporting the delivery of Parenting NI's Freephone number; and ensure service users' views are sought on an ongoing basis to shape projects and services.

Main Tasks:

The main area of responsibility for the Parenting Support Officer post is to provide home based family support

- To provide support (emotional; health promotion and advice; practical support to parents in the home; and early intervention and detection) to families in their own homes.
- To work with families assessing need, developing a support plan and review progress of same
- To work in collaboration with the Education Manager in determining the support work for these families and identify any safeguarding issues that may arise
- To maintain an up to date knowledge and awareness of external referral/signposting options to which clients can be referred
- To engage with other key professionals and agencies with whom you come in contact with in order to raise awareness of Parenting NI
- To attend and contribute to debriefing, supervision and internal training sessions
- To ensure all work is delivered to a high standard and quality assurance measures are adhered to
- To ensure the consistent implementation of all policies and procedures, particularly around confidentiality, safeguarding and record keeping in line with GDPR legislation
- To undertake administrative duties to support the project including maintaining records of work and providing written and verbal reports to the Education Manager as required
- To ensure client details are recorded on the Parenting NI data system following standards required
- To undertake any other relevant duties within the overall scope of the post as may be required by the Education Manager

Working Arrangements:

The post holder will be required to be flexible in order to meet the individual needs of families.

PERSONNEL SPECIFICATION PARENTING SUPPORT OFFICER

	ESSENTIAL	DESIRABLE
Qualification	<ul style="list-style-type: none"> Level 3 qualification in any of the following relevant disciplines: Work with Children and Families/Family Support, Early Years/Childhood Studies, Social Work <u>directly</u> relating to Child and Family Work. 	<ul style="list-style-type: none"> Counselling Safeguarding Training
Experience	<ul style="list-style-type: none"> A minimum of 1 year's employment (within the last 2 years) working directly with parents/carers, children and families Proven experience of facilitating parenting groups, programmes or workshops 	<ul style="list-style-type: none"> Experience of early intervention work with families
Abilities	<ul style="list-style-type: none"> Excellent communication skills both written and oral Excellent organisational skills Ability to use own initiative Computer literate 	<ul style="list-style-type: none"> Good assessment and record keeping skills
Knowledge	<ul style="list-style-type: none"> In depth understanding of the needs of parents and families Sound working knowledge of child protection and safeguarding Knowledge on child development and children's behaviour Knowledge of diverse parenting styles, skills and issues 	<ul style="list-style-type: none"> Knowledge of statutory and voluntary sectors
Qualities	<ul style="list-style-type: none"> Ability to work flexibly Ability to work as part of a team and be self-directing within the requirements of the post Commitment to the aims, principles and ethos of Parenting NI 	

The organisation reserves the right to enhance the criteria for shortlisting.
Position will be subject to an Access NI enhanced disclosure check with barred lists checks.