Candidate Information Pack

For the position of

SERVICES COORDINATOR

Completed Application Forms must be returned to Parenting NI by 12.00 noon on Monday 30th May 2022
Dear Applicant

Thank you for your interest in the post of Services Coordinator at Parenting NI. It is an exciting time for the Charity as we develop new services and resources which build on our success to date. We are looking for an outstanding, creative, innovative and energetic person, who will passionately promote our vision and mission.

Parenting NI has developed a range of highly professional and unique services which are delivered to groups of parents and practitioners in addition to the more specialist individual support. We are ambitious to continue to grow and develop these services further and a key element in doing so will be the Services Coordinator post, funded by the Community Foundation. The key purpose of this role is to coordinate daily operations in relation to Parenting NI support services and partnership projects.

The work will involve responding to and allocating all referrals from projects and external agencies; responsibility for the line management of Parenting Support Officers on the Information and Support Line; providing support to service users such as parents and practitioners accessing the freephone number, email and webchat; and delivering occasional group based sessions to parents via short Top Tip sessions or workshops.

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

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. As the leading parenting support charity our focus is on prevention and early intervention to improve outcomes for children and young people by supporting their parents. Parenting NI works in partnership with statutory, voluntary and community groups to ensure that parents are able to access the range of support they need to optimise the outcomes for their children. By working collaboratively, organisations can co-ordinate their expertise and deliver services efficiently, thereby improving the chances of better outcomes for children, young people and families. 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.

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.

OUR VALUES

Professional 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.

Accessible We will strive to deliver responsive and accessible parenting support and services across the region.

Respectful We will show consideration for one another and recognise and respect each other’s differences.

Equality We will ensure all parents have an equal right to access our support and services.

Needs Led Every parent has the right to a voice. We will listen to what parents need and develop services to meet those needs.

Trustworthy We will be open and honest in everything we do.
OUR CORE SERVICES

The key purpose of the charity is to empower parents. This is the underpinning principle of the support given through the charities services:

Parenting and Family Support

- Programmes, Courses and workshops for parents
- Dads Project – supporting separated dads across Northern Ireland
- Employee Wellbeing – supporting parents in the workplace
- Family Support – Home Visiting Southern and Belfast Trusts

Help and Information

- Support Line
- Web Chat
- Parenting NI App
- Podcasts on Apple Podcasts and Podbean
- Online resources including Parent Guides and Top Tips
- Parenting Week – Celebrating the important role parents play in children’s lives.

Training for Practitioners

- A range of training to enhance the knowledge and skills of those working with parents and families.
- Accredited training - OCN Level 4 Certificate in Working with Parents.
- Train the Trainer Courses

Parents Voice

- Giving parents the opportunity to have their say on issues important to them and their family online or in groups to influence government policy, planning and service delivery.
- Carrying out research with parents to understand the realities of parenting in Northern Ireland and using the findings result to advocate for parents.
TOTAL REWARD STATEMENT

Parenting NI 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.

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 of additional hours worked
- Structured Annual Performance Reviews
- Occupational Health
- 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
- Kingsbridge Private Hospital Diamond Club member
JOB DESCRIPTION

Job Title       Services Coordinator

Responsible to The Board of Trustees through the Director for Family Support Services

Location       Parenting NI, First Floor, Unit 3, Hawthorn Office Park, 39a Stockman's Way, Belfast, BT9 7ET with hybrid working option of 3 days in the office and 2 days working from home

Hours          27 hours per week (Monday – Thursday 9.30am-3.30pm and Friday 9.30am-12.30pm)

Salary         NJC Scale 6 scp 19
                £18,588 per annum (FTE £25,481 per annum)

Pension        3% Employer contribution

Holiday        22 flexible days per annum plus 19 fixed days when the office is closed includes statutory and customary holidays (pro rata)

Duration       Fixed term contract, funded by the Community Foundation until March 2024, with possibility of an extension should funding permit (6-month probation)

Job Purpose:
To coordinate daily operations in relation to Parenting NI support Services and partnership projects

Main Tasks:
The main area of responsibility for the Services Coordinator post is to oversee and provide support via relevant parenting and family support projects.
• To respond to and allocate all referrals from projects and external agencies in a timely manner
• To be responsible for the line management of Parenting Support Officers on the Information and Support Line, carrying out regular debriefing, support and supervision
• To provide support to service users such as parents and practitioners accessing the freephone number, email and webchat, assessing need and referring or signposting them into the most appropriate service within Parenting NI or to an appropriate external agency.
• To deliver occasional group based sessions to parents via short Top Tip sessions or workshops.
• To maintain up-to-date knowledge and awareness of external referral/signposting options to which service users can be referred
• To engage with other key professionals and agencies who contact Parenting NI in order to raise awareness of services that can be provided by 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 support the Director by the collation of and passing on and recording of Information Sharing Requests
• To oversee the follow up with families who are on the waiting list, either directly on the phone or via email to offer new availability to attend programmes/workshops.
• To work with and support colleagues to develop additional support for parents via publications, online resources, videos, podcasts etc
• To be responsible for providing internal and external monitoring figures and reports to meet the requirements of the Board of Trustees and funders.
• To oversee the collection, collation and reporting of service delivery statistics and evaluations monthly and annually to the Director.
• To communicate effectively with all colleagues in the Parenting NI team.
• To work collaboratively with the other project Coordinators to ensure all services are joined up in an effective and efficient manner.
• 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 Director 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 Director

**Working arrangements:**
This post will be attractive to someone who has sound experience of coordinating a service and appreciates the huge value of parenting support. The post holder must have knowledge of family support services as well as an understanding of parenting issues.

It requires the post holder to be able to meet operational targets. Also, to be flexible and to occasionally work outside normal office hours to meet the emerging demands of the work. This post will involve work throughout Northern Ireland. The Coordinator must be committed to the ethos and principles of Parenting NI.
### PERSONNEL SPECIFICATION
**SERVICES COORDINATOR**

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<th>Qualifications</th>
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<td></td>
<td>• Level 3 qualification in any of the following relevant disciplines: Work with Children and Families/Family Support, Early Years/Childhood Studies, Social Work directly relating to Child and Family Work, Working with Parents.</td>
<td>• Management Qualification</td>
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<td>• Diploma in Counselling</td>
<td>• Current safeguarding training</td>
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<td>• Designated Officer Training</td>
<td>• Experience of assessing need for families, formulating next steps and monitoring the outcomes</td>
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<td></td>
<td>• Experienced in coordinating or leading a project</td>
<td>• In-depth knowledge of child development from birth – 18yrs</td>
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<td>• Employed for at least 2 years within the last 5 years working with parents/carers, children and families within the context of family support</td>
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<td>• Experience of Early Intervention and Multi agency working</td>
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<td>• Experience of supporting staff / volunteers</td>
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<th>Knowledge</th>
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<tr>
<td></td>
<td>• Knowledge of relevant Safeguarding and best practices including UNOCINI system of referral and assessment</td>
<td>• Knowledge of statutory and the community/voluntary sectors</td>
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<td>• In depth understanding of the needs of parents and families including knowledge of diverse parenting styles, skills, and issues</td>
<td>• Knowledge of issues that arise from separation/parenting apart</td>
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<td>• Knowledge of positive outcomes re Fathers actively parenting</td>
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<td>• Knowledge of Authoritative Parenting style</td>
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<td>Abilities</td>
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<td>• Ability to produce high quality reports in a range of formats</td>
<td>• Innovative, dynamic and energetic</td>
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<td>• Demonstrable high proficiency of a range of IT packages</td>
<td>• Professionalism</td>
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<td>• Ability to manage time effectively</td>
<td>• Ability to work as part of a team and be self-directing within the requirements</td>
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<td>• Ability to support and challenge team members to ensure that a family</td>
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<td>focused approach to case working is implemented</td>
<td>• Ability to maintain strict confidentiality and committed to the values of</td>
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<td>• Ability to work flexibly</td>
<td>Parenting NI</td>
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<td>• Ability to deliver basic Staff Training and Team Building Exercises</td>
<td>• Eligibility to work in the UK</td>
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<td>that relate to different ways of learning and clearly show outcomes</td>
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The organisation reserves the right to enhance the criteria for shortlisting
Position will be subject to an AccessNI Enhanced Disclosure check with barred lists checks