



ParentingNI

Candidate Information Pack

For the position of

**Parenting Support Officer
(Information and Support Line)**

Completed Application Forms must be returned to
Parenting NI by 12.00noon on Monday 25th September 2023

Interviews will take place on 3rd October 2023



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. It is an exciting time for the Charity as we continue to develop new services and resources which build on our success to date. We are looking for an enthusiastic and organised individual to join our highly professional team.

Parenting NI has developed a range of highly professional and unique services which are delivered to groups of parents and practitioners in addition to more specialist individual support. We are ambitious to continue to grow and develop these services further and a key element to this is the work of the Parenting Support Officer who will provide support to service users such as parents and practitioners accessing the freephone number. Funded to 31st March 2025, the successful candidate will have responsibility for assessing need and referring or signposting service users into the most appropriate service within Parenting NI or to an appropriate external agency. This post is for 11 hours per week, however there may be an additional 5 hours available per week for home visiting in the Belfast Trust area which has funding confirmed to 31st March 2024.

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.

TOTAL REWARD STATEMENT

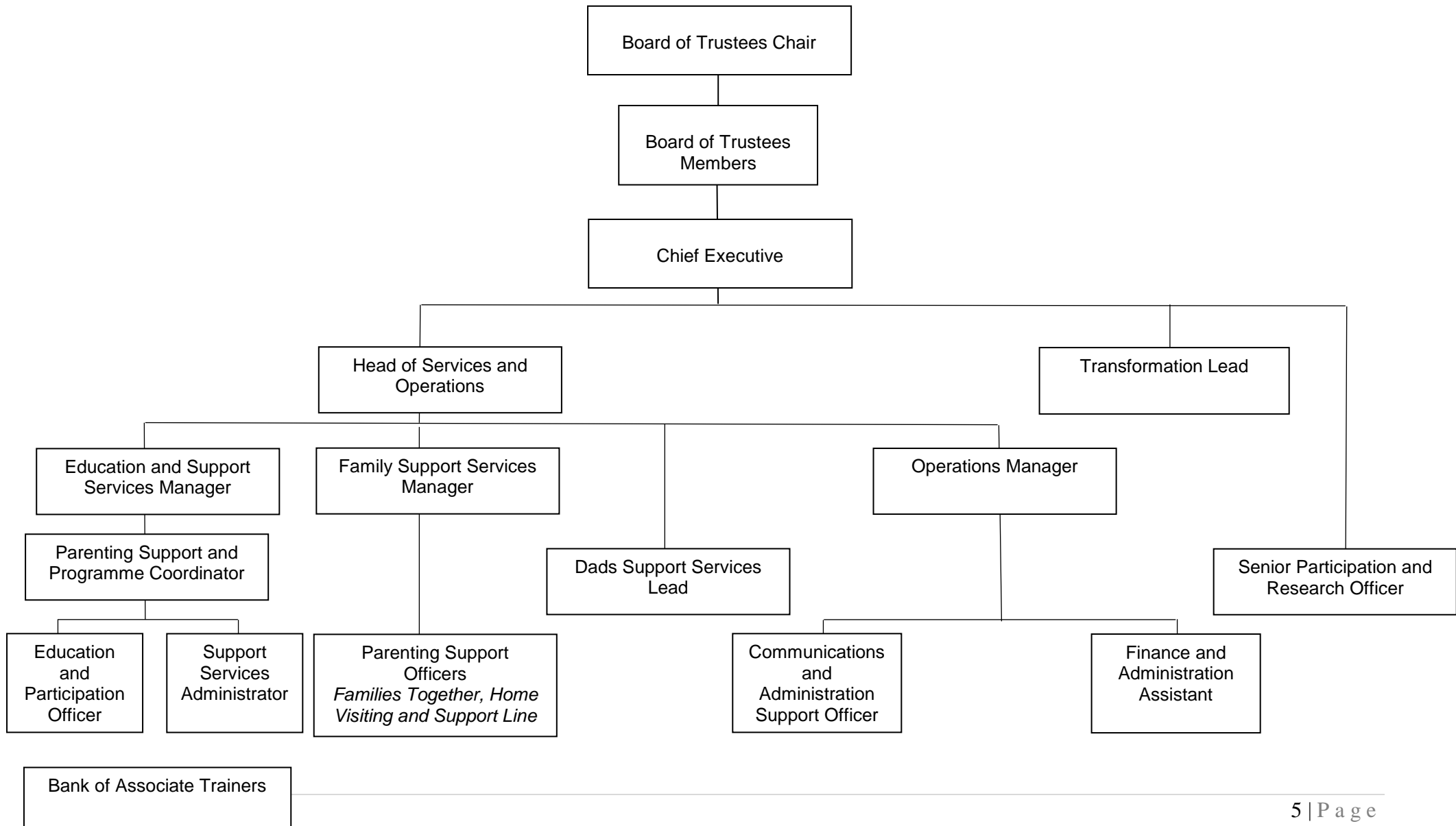
Parenting NI are committed to valuing our fantastic staff – ensuring that they continue to develop and feel fulfilled. By doing so, we can ensure that we provide support that is timely and effective, as well as retaining talented individuals who are dedicated to improving outcomes for children and parents 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
- 4% 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

In addition, Parenting NI has its own Employee Wellbeing representative, which is facilitated by a staff member for the benefit of the wider team. The representative organises staff wellbeing talks and activities as well as promote ideas for a healthy team.

ORGANISATION CHART



JOB DESCRIPTION

Job Title	Parenting Support Officer
Reporting to	Family Support Services Manager
Responsible to	The Board of Trustees through the Head of Services and Operations
Location	Based in Parenting NI's Head Office, First Floor, Unit 3, Hawthorn Office Park, 39a Stockman's Way, Belfast, BT9 7ET. <i>(Travel in the Belfast Trust area for the home visiting role, if available.)</i>
Hours	11 hours per week (Wednesday and Thursday, 9.30am to 3.30pm) <i>(additional 5 hours per week for home visiting role, if available – day negotiable)</i>
Salary	£6,978.40 per annum (11 hours per week) NJC Scale 5 scp 14, (£23,484 FTE)
Pension	4% Employer contribution
Holiday	19 flexible days per annum plus 22 fixed days when the office is closed which includes statutory and customary holidays (pro rata)
Duration	Fixed term contract to 31 st March 2025 <i>(Home visiting role, if available, is funded to 31st March 2024)</i>

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 Support Line 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 support via the Freephone Information and Support Line

- To provide support to service users such as parents and practitioners accessing the freephone number, assessing need and referring or signposting them into the most appropriate service within Parenting NI or to an appropriate external agency.
- To maintain an 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 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 Family Support Services 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 Family Support Services Manager

For home based support, if available, duties will include:-

- *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 Family Support Services Manager in determining the support work for these families and identify any safeguarding issues that may arise*

Working Arrangements:

The post holder will be required to be flexible for occasions when additional hours or cover is required. *If the home visiting role is carried out, flexibility will be required 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, Working with Parents. 	<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 	<ul style="list-style-type: none"> Knowledge of statutory and voluntary sectors

	<ul style="list-style-type: none"> • Knowledge of diverse parenting styles, skills and issues 	
Qualities	<ul style="list-style-type: none"> • Ability to work flexibly • Ability to demonstrate sufficient mobility to carry out requirements of post • Ability to work as part of a team and be self-directing within the requirements of the post • Ability to maintain strict confidentiality and committed to the values of Parenting NI • Eligibility to work in the UK. 	

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.