

Job Description

Job Title	Parent Inclusion Lead
Directorate	Children and Young Peoples Services
Service Area	Early Help
Grade	5
Competency Level	1
Salary	£28,770 - £33,024
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A9223

Job Purpose

The Parenting Inclusion Lead Engagement Officer's primary purpose is to apply their knowledge of the barriers to communicating effectively with families with adolescent children.

The post holder will have a lead responsibility linked to parenting support for adolescents and their parents, with a focus on helping to improve family relationships, ensure children are safe from abuse and exploitation and support improved mental and physical health outcomes for children and parents.

The post holder will work at a community level to overcome those barriers and ensure that information is provided to improve access for parenting support and interventions, to support individuals within our communities.

To understand the engagement of local organizations and how collaboration increases awareness of community services for parents in the city.

Directly Responsible For:

Not applicable

Directly Responsible To:

Parenting Co Ordinator

Main Areas of Responsibility:

- To work within existing networks of partners and stakeholders to reach parents/carers not engaged in accessing parenting support
- To liaise with partners to support the development of a range of parenting support that meets current identified known gaps in provision which includes parenting programmes suitable for adolescents and their parents and which includes parents from BAME communities, fathers, parents in prison and to parents with SEND needs, where accessibility is a barrier
- To facilitate the delivery of the commissioned programmes and be responsible for monitoring and reporting on the range and effectiveness of the programmes offered to parents and highlight any opportunities which need to be addressed or commissioned where necessary

- To engage with partner organisation's and build referral and signposting mechanisms that add value to services
- To engage with our target groups and register parents onto the parenting programmes, particularly aimed at families with adolescent children
- To listen to parents, schools and third sector organisations and communities, gather feedback to inform service delivery and demonstrate to communities how this has influenced decision making
- To promote the services that Liverpool city council and partners provide within local communities and to referral agencies
- To inform parents of our menu of services and help them to feel confident about accessing the service
- To identify and signpost service users to other appropriate services where necessary
- To accompany potential users to provision where necessary, to provide reassurance and build confidence
- To liaise with the partner organisation's, administrators, and programme managers to support the flow of referrals onto parent programmes
- To set up and/or participate in local events to publicize, increase awareness and recruit to parenting provision within local communities, through Children Centres, Family Hubs, Early Help and other referral agencies
- Keep accurate files and records, paper based and electronic, and produce output evidence for the compilation of monitoring returns for evidence of programme impact
- To be accountable for achieving agreed outputs and targets relating to enrolling participants onto the programmes
- To work towards the achievement of quality and compliance KPI's
- To report to the Parenting Coordinator to continuously review engagement targets for the project

Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer
- You will be required to move small items of equipment and resources when delivering parenting programmes in community venues

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 3 in childcare and education, NND, Health and Social Care qualification or equivalent (A)
- Evidence of Continuous professional development (A/I)

Desirable

- Or relevant experience in a community-based setting, Health, Advice and Guidance

Experience

Essential

- Relevant experience of working with a wide range of professionals to support the co-delivery of services to families (A/I)
- Experience of delivering evidence based parenting programmes, e.g. Nurture, Webster Stratton and / or facilitating groupwork with adults (A/I)
- Experience of assessing the needs of parents to ensure that help provided is appropriate, that parents are accessing relevant services, parenting interventions, or support programmes to best meet their needs (A/I)
- Experience of quality assuring and evaluating parenting services (A/I)

- Knowledge and understanding of the importance of an infrastructure that supports an improved approach to parenting in Liverpool local learning, skills and employment needs relevant to the post and the ability to apply this to develop packages of support for parents (A/I)

Desirable

- Experience of working in an Early Help Environment
- Experience of working with hard-to-reach groups where English is a second language
- Experience of working with parents from varied backgrounds
- Experience of working with adolescent children
- Experience of working with asylum seekers, refugees, and migrant groups
- Experience of planning and undertaking outreach and engagement activities and events
- Experience of working with partners and networks to identify and access their customer base
- Experience of working in a target driven environment

Skills/Abilities

Essential

- Ability to interpret data with an aptitude for precision and accuracy to support analysis of impact and service planning (A/I)
- Good organisational and time management skills (A/I)
- Ability to communicate effectively, using good written and verbal skills with young children, families, other professions, and multi-disciplinary organisations in a wide range of situations and at different levels (A/I)

- Empathy and understanding of different family circumstances and barriers to accessing parenting support (A/I)
- Ability to support an infrastructure that includes an improved approach to parenting across the city (A/I)
- Ability to produce action / implementation plans and to report on progress and impact of the programme (A/I)
- Implement appropriate systems and procedures (A/I)

Desirable

- Knowledge of barriers that refugees and migrant groups can face which prevent them from engaging in parenting support
- Personal or professional experience and understanding of challenges and barriers faced by BAME and hard to reach individuals and communities
- Ability to prioritise and plan a heavy workload, manage time and meet tight deadlines
- Administrative skills, including maintaining accurate records, including using service user systems
- Experience of planning and organise events
- Ability to forge effective relationships at all levels and across boundaries with agencies in the statutory and voluntary sectors
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Bilingual
- Ability to use full Microsoft Office suite of tools, and experience of using a database; use of social media and good I.T. skills

Commitment

Essential

- To undertake any necessary and identified training that supports personal development and effective service delivery (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) at the appropriate level