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|--------------------|--|---------------------|-------------------------------------|
| <b>Job Family:</b> | <b>Delivery – Front Line – Process knowledge</b> | <b>Grade:</b>       | <b>6</b>                            |
| <b>Job Title:</b>  | <b>Parenting Support Worker</b>                  | <b>Directorate:</b> | <b>Public Health and Well being</b> |
| <b>Date:</b>       | <b>09/03/2023</b>                                | <b>Version:</b>     | <b>1:1</b>                          |

#### Brief Description of job role and department

Parenting Support Worker will work alongside the Parenting Coordinator as part of the Family Hub Teams. This role is instrumental in the delivery of universal parenting programme support across the borough.

Family Hubs ensure that families have access to support at the earliest possible opportunity. This role is key in normalising parenting support programmes and empowering parents to support their peers and wider communities.

The parenting team works closely with other agencies to ensure parenting programmes are run across the borough.

#### Representative accountabilities

- Carry out independent but low risk interventions/assessments to identify customer needs or deliver services directly to customers.
- Assist more experienced colleagues in delivering complex service activities/assessments in order to meet or identify customer needs and develop own skills and experience.
- Provide advice and support to customers using Council procedures and policies.
- Where appropriate supervise the tasks and activities of other team members including prioritising and scheduling of work.

#### Budgetary accountabilities

- None

#### Specific accountabilities

- To work with the parenting Coordinator to support the delivery of parenting support across Sutton as part of Family Hubs.
- To Facilitate a number of parenting programmes including Time Out Programmes (Care for the Family) and Empowering Parents Empowering Communities (EPEC) Being a Parent.

- To co-facilitate and train parent volunteers and support them to lead programmes.
- To work with other teams to organise and attend parenting coffee support sessions
- To Attending TAC meetings with parents, advocating for parents
- To work closely the with parenting coordinator and parent volunteers to plan support sessions across the borough and within family hub

#### **Role Profile - Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

#### **Role Profile - Details Specific to Grade**

Operating with limited guidance or instructions so that initiative and judgement are needed to determine to address and resolve short term (daily) problems. Likely to supervise a small team, assessing workload and prioritising tasks for others.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

#### **Person specification (knowledge, skills, experience and behaviours required in the role)**

- Training in facilitating Parenting Programmes Essential (EPEC, Care for the Family - essential, other desirable)
- Excellent communication skills (Verbal and Written)
- Understanding of complex family issues
- Understanding of impact of parental conflict on children
- Ability to chair and lead Team around the Family meetings and Processes
- Experience of supporting families to make changes and build resilience
- Ability to use IT - including emails, Google/Word docs, recording systems and databases.
- excellent organisational skills.
- Ability to work flexibly including evenings and weekends to meet the needs of the service.
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[Insert here any mandatory accountabilities/requirements for all LBS staff e.g.]

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.

