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| **Role Title** | **Parenting Co-Ordinator - EPEC** | |
| **Job Family** | **Families & Homes** | |
| **Competency Level** | **Principal Officer/Manager** | |
| **Pay Range / Scale** | **PO2** | |
| **Purpose**  The Empowering Parenting Empowering Communities (EPEC) project is an exciting, community-based programme, training local parents to run parenting groups in Waltham Forest. We are seeking to recruit an enthusiastic person to embed this project in Waltham Forest to complement the existing parenting course offer to residents.  The post holder will be responsible for co-ordinating the peer led parenting activity:   * courses * workshops and events * outreach * Supervision of Parent Group Leaders and reflective practice * Training and support for facilitators * Implementing outcome measures * Collating monitoring data * Co-production and engagement with parents * Supporting the facilitators with resources to carry out their role * Working with schools and community organisations * Collaborating with colleagues across London Borough of Waltham Forest on Early Help, Children and families and children’s centres. * Screening referrals and ensuring that the parents are offered the right parenting course for their family. | | |
| **Generic Accountabilities** | | **End Results/ Outcomes** |
| Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.  Manage escalated or complex customer issues within the relevant area. | | Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | | Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements. |
| Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | | Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported. |
| Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility. | | Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Customers receive prompt, accurate policy / procedural updates.  Service standards are improved. |
| Work closely with others to support/Manage the development and delivery of improvements in processes and procedures. | | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and center of excellence. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Manage a portfolio of Projects and Reviews.  Lead on specific projects as required. | | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved.  Ongoing savings secured. |
| Co-operate with and support colleagues. | | Colleagues are supported.  Required information is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | | All policies and procedures are complied with. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | | Work is carried out in a way that is safe and without risks to health. |

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| ***Job Specific Accountabilities:*** | |
| Ability to engage and encourage local communities to participate in volunteering opportunities and initiatives | Meeting performance targets and project milestones |
| Ability to develop the to respond to the changing needs of local parents, the organisation and its volunteers. | Volunteers are recruited to meet the changing needs of the organisation and the community it serves |
| Excellent verbal and written communication skills | High level of communication with service users and professionals |
| The ability to produce and share precise reports and documents | Reports used for evaluation and project purposes and to shape the service for the future |
| The ability to work on own initiative and prioritise your own workload | Working with little direction from the management team |
| To recruit and retain a high standard of volunteers within the Early Help Service, ensuring that are areas of the local community are represented | High standards of the EPEC Programme are maintained |
| Provides direct support to individual volunteers as well as groups in order to deliver efficiently-run EPEC programmes that meets its initial aims and objectives | Provides support and guidance as required to meet the needs of volunteers and local parents |
| Keeps up-to-date with good practice, current legislation and Directorate and Council policy, practice and initiatives, and plays a lead role in disseminating these within the team | Accurately interprets legislation, and policies and procedures as they relate to the role with evidence of shared knowledge within the team |
| Assists in the development of robust record-keeping and monitoring systems | Ensures records are up to date and information is shared across the service as appropriate |
| Actively promotes equality, diversity and inclusion both within the organisation and in the services provided, and acts in a manner consistent with these principles | Diversity is recognised, valued and taken account of in all aspects of service provision, and is clearly demonstrable in project literature, reports and plans |
| ***Nature of Contacts***  Is expected to involve Families, School, Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing a range of services for children and families.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically. | |

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| **Procedural Context** |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.  Decisions will be made based on Council procedures.  Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures**   * The post holder reports to the Early Help Volunteer co-ordinator. * The post holder has line management responsibility for EPEC Parent Group Leaders. * The post holder will be required to work outside of normal working hours as demanded by the nature of the role. * The post holder will be required to travel between local authority sites within the London Borough of Waltham Forest. |
| **Resourcing**  Budget Responsibilities**: None** Supervisory Responsibilities: **Yes, Volunteers** |
| **Knowledge, Skills and Experience**   * Knowledge and experience of the local community and the needs within that community * Knowledge and skills of working in groups with parents and volunteers * Knowledge of the range of parenting courses on offer for families in Waltham Forest * Knowledge and experience of activity monitoring and evaluation * Knowledge and experience of the legislation and best practice in working with families * Experience of supervising and or mentoring others. * Experience of assessment and evaluation ( Desirable) * Experience of training and facilitation, presenting to a wide variety of audiences. * Experience of using evidence based parenting interventions in groups or individual settings. (Desirable) * Experience of working in multi-agency teams, and of networking with stakeholders and partner agencies * Ability to work autonomously to address conflicting priorities and meet deadlines * Ability to manage time with low level support and to prioritise work in a busy environment * Ability to successfully plan and deliver projects over a period of several months. (e.g. to co-ordinate the Being a Parent courses, workshops, co-production). * Demonstrate professional, accurate and timely record keeping * Effective communication skills both written and spoken. * Ability to work effectively as a team member and in a flexible manner. * Ability to deal with sensitive information in a confidential manner. |
| **Indicative Qualifications**  Degree or equivalent or vocational qualification in relevant subject or area  Evidence of Continuous Professional Development  Trained in at least one evidence based parenting programme ( Desirable) |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |