

Job Title: FISS Co-ordinator – Parenting Hub	Role Profile Number: PCDH52
Grade: Q	Date Prepared: August 2019 / reviewed Sept 2020
Directorate/Group: Children, Families and Community Health	Reporting to: Operational Manager
Structure Chart attached:	

Job Purpose:

The Family Intervention Support Service (FISS)

The aims of the FISS are to work with parents/carers and their families who have been assessed as being at risk. To provide an intensive and extensive support programme in order to prevent family breakdown and/or escalation to statutory social care services. To enable families to develop the necessary skills to be able to problem solve and self manage.

Swindon Parenting Hub

The Parenting Hub will lead on developing a range of parenting support across Swindon as part of the coordinated work of the FIZZ.

The Parenting hub will:

- Develop and deliver a range of parent practitioner training courses to targeted groups
- Co-ordinate and deliver a full menu of evidence based parenting programmes covering pre-birth, baby, children and teenage years.
- Deliver evidence based group work, and one to one interventions.
- Develop parent volunteer and mentoring training opportunities.
- Support the development and delivery of family learning opportunities.
- Seek the voice of parents in order to assess the quality of impact of the programmes delivered and use this to inform future development and best practice.
- Contribute to parenting practitioner training, support and development.
- Support parents of families who meet the Troubled Families criteria by providing interventions to enable those parents to meet the outcomes detailed in their individual/family plan.
- Work collaboratively with partners delivering support to families.
- Develop resources to support parents, partners and colleagues
- The Parenting Hub will help to coordinate information on parenting support services ensuring it is widely accessible to parents, carers and professionals through a range of attractive media.

- seek out opportunities to raise the profile of parents and wider family members in recognition of the key role they play in supporting both family and community development.

Key Accountabilities

- To deliver the full aims of the 'Parenting Hub'
- To liaise with key providers to develop and co-ordinate a responsive menu of parenting skills programmes, including evidence based parenting programmes; family learning programmes; parent volunteer and or mentoring training.
- Develop and deliver a range of targeted, evidence based parenting programmes, and one to one interventions with parents who have been assessed as requiring support to develop their parenting skills, knowledge and practice.
- To co-ordinate work with parents to ensure the well-being of children and young people
- To ensure there is effective collaboration between key partners and Early Help Colleagues to achieve good parent and carer referral to available parenting programmes and other available support.
- To develop and implement in collaboration with local parenting practitioners, a framework to measure the quality and impact of evidence based parenting programmes.
- To assist with the management and coordination of a team of Parenting Practitioners, ensuring they have clearly defined work standards and measurable targets that are regularly monitored, using SBC policies and procedures to address poor performance
- Assist with the recruitment, selection and induction of staff and manage their performance through regular supervision and appraisal following the agreed policies.
- Contribute to effective and efficient delivery of the service according to agreed priorities and within the allocated resources
- To keep up to date with professional practice, to ensure the quality of the service offered, and to share best practice with partners
- To act as an advocate for identified parents/carers and their families to facilitate access to, and understanding of appropriate services.
- To be responsible for undertaking assessments and implementing early help assessments and plans , child protection and child in need plans as appropriate.
- To undertake quality assurance processes for example auditing audit of parenting programmes, casework and gathering evidence.
- Plan, organise and chair meetings.
- To identify an escalate safeguarding concerns using the agreed process for SBC.
- Contribute to and participate in his/her own personal development Programme.
- Undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post.
- To undertake duties during flexible working hours that meet the needs of parents and their families such as evenings and weekends within the post holder's normal working/contractual hours.

Supplementary Accountabilities

- To act as an "Early Help Decision Maker" in the Early Help Hub as required.
- To participate in the staff appraisal process, maintaining records of personal development and training using the I-Trent system.

- Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend working, for which time off in lieu of payment should be taken at a time agreed with the FISS Manager. Overtime will not be paid.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Knowledge and experience of delivering evidence based parenting programs with parents identified as requiring support both in groups and on a one to one basis.
- Skills in staff supervision and development
- Thorough knowledge and understanding of safeguarding
- Demonstrable knowledge of a range of services to vulnerable people
- Demonstrable working knowledge of relevant legislation, guidance and policy context relevant to the service area
- Understanding of Troubled Families Programme
- Commitment to working with parents using a child-centred approach
- Demonstrable ability to organise and prioritise work appropriately
- Ability to translate complex information into an appropriate format that may be understood by a wide audience.
- Ability to negotiate with and motivate staff, parents/carers and their families to engage with appropriate services.
- Commitment to team work and engagement
- Commitment to multi-agency working across a range of services to promote better outcomes for children and families.
- A working knowledge of performance management and service development
- Excellent interpersonal skills
- Computer literate with working knowledge of Microsoft office and other software packages
- Ability to work to tight deadlines in often pressured environments

Qualifications

- Recognised professional qualification in a related field of working with parents, e.g. parenting work, family work, social care or similar field.
- Registration with the appropriate professional body
- Supervisory qualification or equivalent experience
- Qualification/Accreditation in evidence based parenting program/s

Decision Making

- To be able to analyse data and use this to target resources to have most impact.
- Day to day decision making in the management of caseloads.
- To be able to identify safeguarding concerns and act appropriately working to agreed procedures.

- To have the ability to analyse and evaluate conflicting opinions and communicate relevant information to parents and other professionals.
- To address and minimise risk in the work environment undertaking risk assessment as required.

Creativity and Innovation

- To respond to situations and use knowledge and experience to offer guidance and tailored support to parents and their families in crisis, to safeguard and promote their welfare.
- To develop a range of information on programmes of support available to parents and professionals that is attractive and accessible.

Job Scope	Budget Holder Responsibility	No
Number and types of jobs managed: A combination of up to 8 Parenting hub workers.	Asset Responsibility:	Laptop, Phone. Resources

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- To support parents and families in cooperation with allied professionals.
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations etc
- Family Intervention Support Service Management Team
- MASH Team
- Other service areas across the Council and wider partners.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people?”

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (*working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury*)

- Due to the nature of the post there is the potential for role post holders to be exposed to emotional, and upsetting situations where personal resilience will be required.
- A requirement to travel to sites across Swindon and family homes.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work.
- Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	