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|  | **POST TITLE:** | **Community Parenting Programme Volunteer Coordinator** |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 7  Job Evaluation Ref No: N 9034 |
|  | **LOCATION:** | Any of the One Point Service Hubs in County Durham  (However, you may be required to work at any council workplace within County Durham.) |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to DBS Enhanceddisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

The post will be managed by the One Point Service Manager and will have line management responsibilities for the Community Parenting Volunteer Coordinator.

1. **DESCRIPTION OF ROLE:**

The Community Parenting Programme Volunteer Coordinator will coordinate the provision of a network of community volunteers that add value to the universal health visiting service as well as the One Point Service Early Years teams.

The post holder will be involved in the recruitment, development and support of volunteers. They will ensure the network of Community Parent Volunteers are able to provide the delivery of safe and high quality support to families as part of their Community Parenting Package.

Community Parent Volunteers will provide a ‘befriending or guidance’ type role to a new parent or a family who would benefit from low level support in areas such as home safety, infant nutrition, or support to access community activities. The parents/families supported by the community parent volunteers will have specific advice and guidance focusing on the six early years high priority areas as identified by Public Health England:

* + Transition to parenthood and the early weeks including early attachment
  + Maternal mental health (PND)
  + Breastfeeding (initiation and duration)
  + Healthy weight (to include nutrition and physical activity)
  + Health and wellbeing at 2 (development of the child two year old review and support to be ‘ready for school’)
  + Managing minor illness and reducing accidents (reducing hospital attendance and admissions)

The post will be based in the One Point Service, which is a multi-agency service providing early help and support to children and families from 0-19 years.

Outputs of the post, using the national evidence base the post holder will ensure community parenting initiatives improve health outcomes that reduce inequalities such as:

• increasing breastfeeding rates at 6-8 weeks

• improving maternal mental health

• reducing social isolation

In addition the Community Parenting Programme will support families make positive lifestyle changes with the following outcome indicators:

• reducing maternal smoking

• improving family diet

• increasing family activity

Outcomes that measure successful volunteer support will be in:

• Successful accredited training

• increased self-esteem which has supported them on a path towards improved employment opportunities.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

**The Community Parenting Volunteer Coordinator will:-**

Volunteer recruitment, training and support

To recruit a Community Parenting Programme network of Volunteers across County Durham

To host volunteer recruitment and development events throughout the year

To support volunteers through the training in and delivery of the Community Parenting Programme

To develop and maintain links with local community groups and other organisations and businesses in order to recruit volunteers

To match volunteers with suitable volunteering opportunities

To coordinate, develop and deliver appropriate training for volunteers

To develop and maintain links with external training providers for the progression of volunteers

To monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals.

To support the monitoring of the Programme and develop processes to collate feedback from families and professionals.

**Volunteer management**

To develop good practice policies and procedures in volunteer management ensuring volunteers and staff are fully trained in these practices

To ensure volunteers are utilised effectively within the boundaries of their role and are valued in line with the purpose of the Community Parenting Programme

To provide supervision and appraisal to volunteers

Manage expenses claims of volunteers that ensures value for money

**Partnership working**

To develop and maintain good working relationships and referral pathways with relevant organisations who provide training and volunteering opportunities for volunteers.

**Information, marketing and promotion**

To assist in the design of marketing materials in accessible formats promoting Community Parenting Programme volunteering opportunities.

**Delivering integrated support**

Ensure the Community Parenting Programme volunteer network contributes to the One Point Service integrated team including the Single Assessment process to provide integrated support to children and families as required.

To work effectively and creatively with partners from a range of children and adult services in order to meet needs and improve outcomes for children, young people and their families who are in need of additional support.

To ensure effective information sharing in relation to effective early identification and assessment of need and delivery of support to children aged 0-5 and parents in need of additional and early help to improve outcomes.

**Other**

Ensuring effective safeguarding and child protection arrangements in line with Durham County Council policy and guidelines.

Engage young people and parents in effective dialogue in the review and improvement of service delivery.

Ensure a focus on the delivery of the key outcome areas as set out above.

To undertake any other tasks or duties that may reasonably be required in relation to the Wellbeing for Life programme

All One Point Service Staff will work closely with children, young people and parents to agree a set of promises for the One Point Service.

We will make sure that you receive the support that is most appropriate to your needs, when you need it. We will also make sure that when you contact One Point we will do everything we can to help you. We will not turn you away or direct you somewhere else. We will bring the services and help you need to you. We will not expect you to find that help yourself.

**The promise**

* We will promise to treat you with respect, listen and value your opinions.
* We will ask you where you want to have your meeting.
* If we have to cancel a meeting with you, we will try to give you at least three hours' notice.
* We will ask you how you prefer to be contacted.
* Workers will put in writing what they have agreed to do and give you a copy.
* We will do what we have agreed to do or let you know if there is a reason why we can't.
* We will continually evaluate the Service with children, young people and parents.
* Children, young people and parents will be involved in interviewing and selecting staff.
* We welcome your feedback, complaints and compliments.
* A child, young person or parent will never be turned away.
* We will always help you.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification: Community Parenting Programme Volunteer Coordinator**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Level 3 qualification in a relevant health and/or children’s services field. * Evidence of continuous professional development. | * Higher qualification in a relevant field. * Health Trainer Accredited or commitment to achieve this within 3-6 months of appointment. | Application form  Selection Process  Pre employment checks |
| **Experience** | Experience of developing and supporting others in practice.  Previous work with children aged 0-5 and their families.  Of operating in an integrated team including Team around the Family.  Of assessing need using CAF or Single Assessment.  Of working in partnership with health, schools and other delivery agencies.  Experience of planning and delivering groupwork programmes autonomously.  Experience of delivering planned interventions using evidence based practice which leads to improved outcomes for children and their families.  Experience in risk management  Experience of delivering health improvement messages/interventions within deprived communities. | Managing and supervising volunteers.  Providing practice support in a matrix management arrangement  Working within the Stronger Families Programme.  Experience as a lead professional.  Experience of delivering volunteer development programmes.  Experience of delivering training for brief interventions for health topics such as healthy eating, physical activity.  Experience of delivering community parenting programmes within deprived communities. | Application form  Selection Process  Pre employment checks |
| **Skills / Knowledge** | Understand the importance of resilience in the context of improving outcomes for children and their families.  The ability to deliver high quality one to one support and group work activities.  To communicate effectively.  To be able to use ICT effectively.  Knowledge and understanding of key health and social issues that impact on families and children.  Knowledge of key policies in relation to children and families.  To be able to demonstrate at all times the requirement to focus on the needs of the child or young person and family.  Writing and presenting reports.  Ability to work independently and coordinate diary effectively combining group work delivery and managing a case load of families. | Knowledge of the local area and what services and assets are within local communities | Application form  Selection Process  Pre employment checks |
| **Personal Qualities** | The ability to work flexibly to meet the needs of the service.  The ability to work under direction and using own initiative when appropriate.  Enthusiastic and positive approach to client-led service delivery.  Open, friendly and supportive manner.  Committed to the principles of equality and diversity  Commitment to high quality service delivery.  Good team player. |  | Application form  Selection Process  Pre employment checks |
| **Special Requirements** | Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  | Application form  Selection Process  Pre employment checks |