Job Description

Job Title: **Parenting Navigator**

Salary Grade: **Grade 5**

Directorate: **Early Help**

Work Environment: **Agile**

Reports to: **Early Help Parenting and Relationships Co-Ordinator**

Number of Reports: **0**

Your normal place of work will be at one of the Family Hub sites, but you may be required to work at any Company recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

Purpose:

To support the delivery of a City-wide parenting programme to support families at all levels of need

To support Relationships Matter (Reducing Parental Conflict) and the Home Learning Environment programmes

To strengthen family relationships, improve parenting confidence and skills, and support the home learning environment so that children can thrive. Provide early, accessible, non-judgemental support that helps families overcome challenges before they escalate.

Key Responsibilities:

Provide Navigation and Support

- Act as the first point of contact for parents and carers seeking help with their parenting through the Family Hub.
- Offer clear, practical guidance on available services, including early help, childcare, health, SEND support, and community resources.
- Support families to understand and access parenting programmes and targeted interventions.

- Encourage parental engagement in Family Hub activities and promote a welcoming, inclusive environment.

- Work both independently and as part of a team to achieve service objectives and ensure consistent, high-quality support for families.

Support delivery of a City-wide parenting programme to support families at all levels of need

- Support in the planning and delivery of Together for Children's parenting offer to families. This includes delivery to families from conception to teenage as well as to those parents and carers which are more isolated.

- Ensure families are sign-posted or referred to an appropriate parenting offer from the range available by advertising and promoting clear pathways as well as a digital offer

- Support with monitoring the uptake of parenting courses, quality assuring delivery and collecting feedback about the difference the courses make to relationships and parenting capacity

- Conduct outreach visits to engage and support parents who may require additional support, ensuring inclusive access to services.

- Participate in community outreach activities, including attending events, sharing resources, and representing the programme in a professional manner.

- Proactively engages hard-to-reach and isolated families by building trusting relationships through outreach activities, including home visits, door-knocking, and meeting families in community settings. Ensure all families have a positive, inclusive experience of services by offering support in a respectful, approachable, and culturally sensitive manner.

- Establish and maintain collaborative relationships with schools, health providers, and community agencies to enhance support networks for families.

- Deliver training, guidance, and ongoing support to staff and partner on the organisation's parenting offer

- Keep up to date with relevant training.

Relationships Matter Programme

- Support in the delivery of the programme including delivering training, data collection and quality assurance.
- Participate in community outreach activities, including attending events, sharing resources and representing the programme in a professional manner

- Identify opportunities to expand outreach efforts and strengthen community partnerships
- Deliver training, guidance, and ongoing support to staff and partner on the organisation's parenting offer

Home Learning Environment

- Support in the delivery of the home learning environment programme within the Family Hubs and outreach buildings (including but not limited to schools, community buildings, spoke sites)
- Conduct supportive home visits to build positive relationships with families, understand the child's home learning environment, and offer personalised guidance that strengthens learning routines and parental confidence.

Safeguarding and Child Protection

- Comply with all safeguarding and child protection policies and procedures

- Support the development of the understanding of these policies and procedures within your Early Help Team

Statutory requirements:

In line with the Together for Children's Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland's records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland's information security standards, and requirements for the management and handling of information.

Undertake the duties of the post in accordance with the Company's Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

Person Specification - Parenting Navigator

The essential requirements for this post and how candidates will be assessed are set out below. Where 'application form' is the method of assessment, candidates should evidence that they meet these criteria, to be successful at the shortlisting stage.

Essential Requirements	**Method of Assessment**
Qualifications: • NVQ Level 3 in an appropriate discipline, or current significant experience in a similar role. A degree in an appropriate discipline is desirable. • Professional Practice Working with Families qualification or willingness to work towards • Level 2 English (Grade C GCSE or equivalent) • Level 2 mathematics (Grade C GCSE or equivalent) • Qualified (accredited) to deliver at least one parenting intervention • Must have access to transport and be able to deliver training in community venues	Application Form / Interview
Significant experience of: • Delivering parenting courses to parents • Delivering training to staff • Working with children, young people and their families • Working in a challenging and pressured environment	Application Form / Interview
Knowledge and understanding of: • The problems faced by children, young people and their families nationally, regionally and locally • The legal framework pertaining to safeguarding and child protection	Application Form / Interview
Ability to: • Organise a challenging workload • Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding • Communicate effectively with a range of audiences and in a variety of formats (verbal and written) • Prioritise or reprioritise workload, meet stringent deadlines and targets	Application Form / Interview
Other Requirements • Demonstrates an understanding of, and ability to, promote equality of opportunity, diversity and inclusion	Interview

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