



Job Profile

Parent Outreach Worker

Grade E

Group: Children, Adults and Families

Service: Early Help Service - Children's Centres and Play

Location: Children's Centre buildings or other community facilities across Gateshead

Line Manager: Team Manager

Car User Status: Casual

Job Purpose

To provide advice, support and activities to/for parents, carers and families with young children. Contribute to the Council's 'Thrive' agenda to deliver improved outcomes for Gateshead's most vulnerable families and communities.

The key roles of this post will include:

- To engage with and build positive relationships with parents, carers and their families and promote access Children's Centre activities and services.
- To signpost families to local groups and services to enable them to develop supportive networks within their local community.
- To provide parenting advice and support to parents, carers and families.
- To offer practical help to parents, carers and community members to build their skills and confidence through volunteering, training and adult learning.
- To consult with and involve parents, carers and their families in decisions about the range of activities and services provided by Children's Centres.
- To work with partner agencies to develop and sustain the core service offer of Children's Centres.
- To use and maintain a range of management information systems to keep accurate records of work undertaken and progress achieved.
- To participate in staff development, training, supervision and appraisal activities.
- Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge:

- Children's Centres statutory guidance
- Safeguarding thresholds and procedures
- Child development and school readiness
- Early Years Foundation Stage Framework
- Issues facing families with young children

Experience:

- Planning, delivery and evaluation of activities for children and their families
- Facilitation or co-delivery of group interventions
- Building and maintaining effective relationships with parents, carers, families and colleagues
- Planning and managing own workload in line with service requirements
- Recording work accurately and generating evidence on the impact of work undertaken
- Working alone and as part of a multi-agency team

Qualifications:

- NVQ/BTEC Level 3 or equivalent in Children's Care, Health and Social Care or Education.

Desirable:

Knowledge:

- Understanding of local and regional services/networks for families
- Microsoft Office packages

Experience:

- Delivering recognised parenting programmes to parents, carers and families
- Working in a range of community locations and settings
- Working with vulnerable families with multiple issues from a range of backgrounds



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences