

JOB DESCRIPTION

Job title:	Outreach Worker (Parenting Champion)
Service:	Wythenshawe Children's Centres
Salary:	Grade 2 (lower) point 11-15
Hours:	37 hours per week (full-time), with occasional weekend working
Location:	Across Wythenshawe Children's Centres
Responsible to:	Children's Centre Manager or Outreach Team Manager

Summary of job:

The Outreach Workers (CAPS Champion) will have a primary focus to provide front line high quality group and individual interventions, both universal and targeted, for children pre-birth to age 5 and their parents. As CAPS champion, to train and contribute to the delivery of the Children and Parent Services by working with the wider CAPS team and running up to x3 CAPS courses per year alongside a member of the CAPS team.

Based in local Children's Centres Outreach Workers will work in partnership with Health Visitors and other services to ensure that children pre-birth to 5 years and their parents, particularly those identified as priority and excluded, are signposted to the full range of services provided via Wythenshawe Children's Centres and within community to ensure their needs are met.

Outreach Workers role will focus on improving outcomes for children, young people and families

All Outreach Workers will be required to take a Champion role in the subject relevant to the service for example: SALT; CAPS, Targeted Outreach Support (1-1), 1001 Days, Early Years, ETS, Parents Forum, Breastfeeding etc.

Key tasks and responsibilities:

1. To be committed to providing an integrated one team approach to children, & their families with an aim to delivering effective services and interventions as part of the early help & public health offer.
2. Identify priority groups of children and parents and develop and implement engagement plans that ensure that they receive both universal and targeted services.

3. Develop and deliver quality assured group-based activities aimed at addressing inequalities in child development/school readiness, improving parenting skills/aspirations and improving public health.
4. To provide timely and outcome focused one to one intervention for children and their families in their homes or community venues. Assess, Plan and create innovative responses to families' needs, using various parenting models, evidence-based interventions and good quality resources.
5. To promote welfare of the children at all the time and identify, assess and manage the risk.
6. Proactively engage with children and parents by publicising and promoting Family Action and Children's Centre services to the public and to other agencies; facilitating events that promote engagement; visiting groups and families to inform about services; providing brokerage and introduction services; visiting parents and families in their home and undertaking work in groups.
7. Undertake holistic assessments of child, parental and wider family needs in line with required quality and safeguarding standards by implementing and following Family Action and local protocols. Use assessment skills and professional judgement to identify best intervention: targeted and universal to best support and/or refer families to appropriate support
8. Work closely with partner and other agencies, to ensure that local families receive appropriate support and achieve improved outcomes, and are referred to other services where appropriate.
9. Establish and maintain positive working relationships with families and children, local community and other agencies, actively engaging parents/carers in the planning, delivery and evaluation of services. Actively engage with other agencies, particularly Health colleagues, to ensure coherent, joined-up and effective support to assist families to achieve sustainable change.
10. Work collaboratively with colleagues and other agencies in line with multiagency policies and protocols to support and develop good practice relating to parental involvement, improve outcomes for children and improve multiagency working practices.
11. Take full accountability for progressing allocated tasks, updating colleagues and partners on progress, maintaining appropriate records and fully complying with all requirements outlined in any guidelines developed to support the role.
12. To support the Children's Centres Volunteering Programme and to support volunteers in their roles
13. To commit to the Co-production agenda and to participate in Co-production activities
14. Collect, record and present accurate data to inform performance management and contribute to the monitoring and evaluation of particular interventions /ways of working/ service models.

Share data with other agencies in line with agreed protocols to support integrated working practices and joint interventions.

15. To maintain accurate case records and up-to-date case files in line with Family policies and procedures. Ensure case files are up to date and records are of high standards. Maintain electronic data systems provided by commissioners.
16. To actively participate in supervision, appraisal and personal and professional development opportunities
17. To actively participate in team and staff meetings
18. To monitor your workload and to bring to the attention of your life manager any instances where difficulties are encountered
19. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
20. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
21. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
22. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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PERSONAL SPECIFICATION

1. Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Skills and experience in delivering support appropriate to your champion role or the willingness to learn, and in offering guidance and support to other members of the team in this area. Take part in relevant forums and workgroups to your Champion role. For this role, specifically to have knowledge and experience of the Incredible Years Parenting Programme, or if no experience, to be prepared to undertake training to participate in direct delivery of the course.
3. Experience of working with children and families on a 1:1 basis in clients home and/or community venue, experience in completing assessments of needs, outcome focused planning, reviews, evaluation. Experience in identifying and managing risk, escalating concerns as relevant.
4. Experience in providing evidence-based intervention for children and families 1:1 and group setting. Working in collaboration with parent agencies, especially Health Visitors and Midwives to enhance outcomes for families.
5. Demonstrate an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
6. Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes. Ability to forge effective partnerships with external agencies, voluntary and statutory for the continuous improvement of services.
7. The ability to work to set objectives and to monitor and evaluate their effectiveness.
8. Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
9. Able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
10. Ability to think creatively and provide innovative solutions to problems. Have ability to develop new approaches to finding solutions outside of existing parameters.
11. Good level of literacy and numeracy skills to undertake calculations and produce reports and other documentation.

12. Ability to use multiple IT applications, systems and associated software packages.
13. Knowledge and understanding of issues that result in inequalities in child development/school readiness. Excellent knowledge of Early Years and child's development.
14. Knowledge and understanding of the barriers facing families when accessing services and how these can be best be resolved.
15. Practical experience of working with families in a community setting and knowledge of relevant legislation and policies including safeguarding and confidentiality.
16. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services