



JOB DESCRIPTION

Job title: Project Coordinator for Medway Universal Parenting Programme

Service: Medway Universal Parenting Programme

Salary: Grade 3 Point 24 - 28

Hours: 28 hours per week – flexible with option of hybrid working

Location: Medway

Responsible to: Service Manager

Summary of job:

We are looking for a motivated and forward looking Project Coordinator for our new universal parenting programme service to work within Medway. This new service is commissioned by Medway Council Public Health and funded by the Department for Education via the Family Hubs and Start for Life programme. The aim of the service is to work with local partners within Medway to deliver a sustainable and cohesive evidenced based parenting programme for families of children aged 0-2years, supporting transition from pregnancy to parenthood.

The successful candidate will have the responsibility for coordinating the day to day delivery and supporting the implementation of the service. This post requires experience and knowledge of delivering training to adults, and ideally experience of delivering parenting programmes.

Key tasks and responsibilities:

1. To co-ordinate, manage and supervise a small team of Lead workers and Peer Support workers, ensuring that they carry out their roles and deliver all aspects of the Universal Parenting Programme safely and effectively.
2. To have knowledge of, and at times deliver the Universal Parenting Programme, ensuring that good practice is disseminated to the team and new members of staff.
3. To create and manage delivery of the programme ensuring that there are sufficient programmes and staffing is in place to meet the demands of the referral flow.
4. To take responsibility for ensuring all work is undertaken effectively and in accordance with the service delivery model and within Family Action's quality standards.
5. To ensure recording and filing systems, including the use of Family Action's database Inform, are maintained and that systematic case planning, monitoring, auditing and reviewing measurements are carried out as set. This will include supporting the development of the service in line with identified priorities, targets and outcomes using appropriate measurement tools and analysis.



6. To respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
7. To lead and actively participate in team meetings and other internal and external meetings as required
8. To actively promote the service both within Family Action and externally and provide effective liaison and communication with key stakeholders such as Family Hubs, Start for Life Programme, Perinatal and Health services. This may include presenting to internal and external teams.
9. Work with Medway Council and other providers to ensure that the organisational marketing and protocol (websites, newsletters, memberships) including information packs of local services are available for parents and stakeholders and these are kept updated.
10. Ensure that local delivery venues are suitable for service delivery and the necessary equipment and resources are available to staff. To ensure that both venues and equipment are compliant with Health and Safety requirements, carrying out Risk Assessments under Family Action's Health and Safety procedure where required.
11. To support the team in the keeping of a range of electronic and manual office systems that ensures all information is appropriately maintained and in such a way that the information can be retrieved quickly and easily.
12. To keep accurate records of work and adhere to confidentiality and data sharing policies and procedures.
13. To lead on the recruitment of the service ensuring that all relevant HR policies and procedures are followed.
14. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
15. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
16. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
Being **people** focused
Reflecting a '**can do**' approach
Striving for **excellence** in everything we do



Having **mutual respect** for everyone we work with, work for and support through our services

17. Implement Family Action's Equality & Diversity Policy and 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.
18. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
19. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. A relevant professional qualification at Level 3 or above in social care, health or education.
2. To have the ability and experience to lead and work within a multi disciplinary team.
3. To have experience of facilitating groups which work with adults and care givers. Have an understanding of the sensitivities of group dynamics and the importance of boundaries in a group setting.
4. To be able to actively use evaluation tools in order to monitor the service strengths and respond to areas for improvement.
5. To have excellent communication skills verbally and written, to have excellent listening skills and to be able to communicate with people from all backgrounds using a variety of methods.
6. Have an understanding and experience of planning and delivering training and managing a range of group dynamics.
7. Experience of working in services which deliver positive outcomes for children and families and demonstrable personal experience of successfully face to face delivery in the community and occasionally supporting an online offer.
8. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
9. Excellent interpersonal skills including the ability to engage a range of audiences such as adults, care givers, professionals and stakeholders using all methods of communication
10. Good networking skills and the ability to establish and maintain strong links with stakeholders.



11. An understanding of the development needs of children and the challenges of parenting, and the impact of deprivation and marginalisation on communities, families and individuals.
12. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
13. A commitment to Family Action's Equality & Diversity Policy and 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.
14. Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems.
15. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.

Ability 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