###### C:\Users\hannah.kashman\AppData\Local\Temp\Temp1_SouthwarkLogo.zip\Southwark logo\CMYK with safe area\Southwark_Council_2015_fc_with_safe_area_CMYK.jpggroundwork logo green on white

###### Groundwork London Job Description

Job Title: Parent/Carer Champion Network Coordinator

**Responsible to:** The Nest Service Manager

**Responsible for:** Parent/Carer Champions (Volunteers)

Location: The Nest hub in Peckham and across the London Borough of Southwark as required

# Job Background:

The Nest is a mental wellbeing support service for children and young people aged 11 to 25 living in the London Borough of Southwark. The service is committed to providing a “whole family” approach to help achieve positive outcomes for children and young people, as well as for their parents and/or carers.

Covid-19 is having a significant, unprecedented and far reaching impact on London and its communities, and as a result, now, more than ever there is a need for a greater emphasis on the support of vulnerable and exploitable children and young people and their families. One way in which this can happen is through recognising the importance of stronger families and communities.

The Parent/Carer Champion Network Coordinator works to and supports the Nest Service Manager, and works closely with parents and carers across the Borough to co-produce a Nest Parent/Carer Training Programme designed to facilitate and support the creation of the peer-to-peer Parent/Carer Champion Network of volunteers who work to meet the identified support needs of children and young people in the borough.

The Coordinator is responsible for line managing and supporting the Volunteer Parent/Carer Champions who in turn provide parents/carers with support such as access to information, advice, guidance and signposting to relevant support networks, programmes and resources across The London Borough of Southwark.

# Main Objectives:

* Engage and work collaboratively with members of the local community to highlight the support needs for children and young people in the London Borough of Southwark
* Recruit parents/carers from the local community to volunteer to undertake the role of Parent/Carer Champions
* Recruit, train and line manage a team of 15 volunteer Parent/Carer Champions to deliver the programme of support across the London Borough of Southwark.
* Develop and deliver a bespoke training programme to deliver skills and competencies for Volunteer Parent/Carer Champions and provide team and individual coaching as required
* Coordinate and provide ongoing support and guidance to the Volunteer Parent/Carer Champions

# Key Tasks and Responsibilities:

* Responsible for recruiting and training 15 Volunteer Parent/Carer Champions in the London Borough of Southwark, and for on-going support for them in their roles offering information, advice and guidance to 50 parents/carers across the borough
* Support the personal and professional development of the Parent/Carer Champions through effective coaching, engagement, communication, motivation, team building and the sound delegation of responsibilities
* Develop and maintain a thorough ‘local knowledge’ of the borough, its needs, services and the facilities that are available
* Collect feedback from the Parent/Carer Champions and provide real-time feedback on the performance of The Nest Network’s service and the services provided across the borough that will be used to inform, and where necessary improve the training model and underpin and support Champion Network delivery
* Ensure all records related to the Champions’ roles and client base are created in a timely manner using the prescribed noting standards of the Nest Service, and are uploaded onto the Lamplight database; ensuring at all times the safety and security of the Personal Data and Sensitive Personal Data collected and recorded by them which relates to clients is maintained to the highest level of accountability
* Adhere to Groundwork London’s policies and procedures relating to confidentiality, safeguarding and the management and sharing of Personal Data and Sensitive Personal Data and Information in accord with the General Data Protection Regulation (GDPR2018) and the requirements of the Data Protection Act 2018 (DPA2018)
* Work flexibly on evenings and weekends to ensure full and supportive delivery of the programme

# Other Responsibilities:

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Manager
* Work with due regard for Groundwork London’s core values and objectives
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities, Health and Safety policies and procedures, and Recruitment Policy etc.
* All staff, the Board and volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System

# Personal and Professional Development:

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium- and long-term goals with line manager, and direct line staff
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

**Date: November 2020**

**HRM: 201/729 NEST**

**Person Specification**

**Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the Person Specification Criteria for the post.**

| Position Name: Parent/Carer Champion Network Coordinator | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| JobFactors | Criteria No | Person Specification Criteria | **Ranking** | **Criteria to be tested by the following documents and/or activities** | | | | | |
| **E = Essential**  **D = Desirable** | **Application Form** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| **Experience, Education and Qualifications** | **1** | Qualification in a relevant field, e.g. Youth Work, Community Development | **D** | **✓** |  |  |  |  | **✓** |
| **2** | Experience of leading and managing volunteers and the ability to build a team of volunteers to deliver sensitive young people support services, and to provide ongoing performance management and feedback for the volunteer Parent/Carer Champions | **E** | **✓** | **✓** |  |  |  |  |
| **3** | Experience in leading on and designing community-based projects delivering Youth Work and/or Community Engagement and Information, Advice & Guidance | **E** | **✓** |  |  |  |  |  |
| **4** | Experience of involving, consulting and co-producing activities with parents/carers and wider community members | **E** | **✓** | **✓** |  |  |  |  |
| **5** | Experience of designing, developing and delivering training programmes, and coaching to support youth work outreach service providers, and the ability to provide ongoing support and guidance | **E** | **✓** | **✓** |  |  |  |  |
| **Competencies** | **6** | Knowledge and understanding of the challenges faced by vulnerable and exploitable children, young people and their families living in Greater London | **E** | **✓** | **✓** |  |  |  |  |
| **7** | Practical knowledge of good practice in helping vulnerable and exploitable children and young people and their families overcome the barriers and challenges in seeking support and guidance | **E** | **✓** | **✓** |  |  |  |  |
| **8** | Ability to form close and effective relationships with parents and carers from across a wide range of backgrounds | **E** | **✓** | **✓** |  |  |  |  |
| **Competencies (continued)** | **9** | Working knowledge of Safeguarding of Children and the ability to develop working practices and guidelines to ensure a culture of safe practice and procedures for the service | **E** | **✓** | **✓** |  |  |  |  |
| **10** | Ability to follow Policies and Procedures in relation to Data Protection and Security, and Protection of Personal and Sensitive Personal Data, Recruitment and Health and Safety | **E** | **✓** | **✓** |  |  |  |  |
| **11** | Ability to use MS Corporate Software applications, particularly MS Office, MS Word, MS Excel and MS Outlook Email | **E** | **✓** | **✓** |  |  |  |  |
| **12** | Ability to keep accurate records including Parent/Carer Champion development logs and use data recorded for evaluation and monitoring | **E** | **✓** | **✓** |  |  |  |  |
| **Other Requirements** | **13** | Willingness to be flexible in work patterns and to fulfil regular evening and weekend duties | **E** | **✓** | **✓** |  |  |  |  |
| **14** | Ability to work remotely at home | **E** | **✓** | **✓** |  |  |  |  |
| **15** | Commitment to Equality & Diversity and Equal Opportunity | **E** | **✓** |  |  |  |  |  |

**Appointment to this role is subject to an enhanced Criminal Records check through the Disclosure and Barring Service (DBS)**