

**PARENTS ADVICE CENTRE**

**Job Description**

<b>Title</b>	Outreach Worker
<b>Based in</b>	Causeway Family Resource Centre 7F Castlerock Road Coleraine BT51 3HP
<b>Responsible to</b>	The Board of Trustees through the Outreach Co-ordinator / Director for Parents Helpline
<b>Job purpose</b>	Outreach Workers are employed to deliver face-to-face support and guidance to parents in local communities as part of Parents Helpline. The Worker will have responsibility for managing a small case load and contribute to the awareness raising and development of outreach services.
<b>Main tasks</b>	<ul style="list-style-type: none"> <li>• To deliver face-to-face support to parents and other family members accessing the Parents Helpline service.</li> <li>• Liase with the Outreach Co-ordinator and other staff / volunteers within the Parents Helpline Team to ensure appointments are organised and to maintain the quality and continuity of service for clients.</li> <li>• To promote awareness of the local outreach service through establishing links with relevant voluntary and statutory agencies</li> <li>• To contribute to awareness raising activities and the promotion of the Parents Helpline.</li> <li>• Contribute to the identification and review of local outreach locations/ sites as required.</li> <li>• Attend and contribute to monthly supervision meetings</li> <li>• To ensure the consistent implementation of Helpline policies and procedures, particularly around confidentiality, child protection and record keeping.</li> <li>• To undertake administrative duties to support the project including maintaining records of work and providing written and verbal reports to the Outreach Co-ordinator as required.</li> <li>• To undertake any other relevant duties within the overall scope of the post as may be required by the Outreach Co-ordinator and/or Director.</li> </ul>
<b>Working Arrangements</b>	The post holder will be required to be flexible and may be required to work outside normal office hours to meet the emerging demands of the work.
<b>Hours</b>	6.5 hours per week
<b>Grade</b>	Band 5 pt 17
<b>Salary</b>	£10.21 per hour
<b>Contract</b>	Fixed Term Contract to February 2012
<b>Holiday entitlement</b>	15 flexible days per annum plus 26 fixed days when the office is closed includes statutory and customary holidays (pro rata)

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**Personnel Specification**

Post: Outreach Worker

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE Level (5 GCSES grades A-C including English) or equivalent</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of 1 year experience of providing support and guidance directly to parents (this must include continuous / regular contact)<sup>1</sup></li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills both written and oral</li> <li>• Excellent organisational skills</li> <li>• Ability to use own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literate</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the need to support parents</li> <li>• Sound working knowledge of child protection, child development and children's behaviour</li> <li>• Knowledge of diverse parenting styles, skills and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of statutory and voluntary sectors</li> <li>• Understanding of volunteering</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly</li> <li>• Ability to work as part of a team and be self-directing within the requirements of the post</li> <li>• Ability to meet mobility requirements for the post</li> <li>• Commitment to the aims, principles and ethos of Parents Advice Centre</li> </ul>	

The organisation reserves the right to enhance the criteria for shortlisting.

<sup>1</sup> Applicants who work primarily with children and see parents as a secondary role/function will not meet this criteria