



Key Information

Job Title:	Parent Programme Manager
Reporting to:	Interim Head of Service and Operations
Hours:	17.5 hours per week (2.5 days with the potential to increase hours on a short term basis to cover for team absence). Working with parents in the London Boroughs. Weekend and evening work are regular and mandatory requirements for which time-off in-lieu may be taken.
Holiday:	25 days pro rata, plus statutory holidays
Contract:	6 months fixed term contract
Salary:	£24, 347 pro rata
Start date:	ASAP

About the Role

1 in 10 children in the UK have serious emotional and behavioural difficulties, which place them at further risk of negative outcomes later in life. Chance UK's mission is to help support them to reduce these difficulties, find and acknowledge their strengths and talents, and to help them flourish. We do this via a structured 1:1 weekly mentoring programme, which matches them with volunteer mentors for up to a year, alongside a range of support for their parent/carers.

Parenting is one of the strongest predictors of child behaviour and is one of the most malleable determinants of future health and wellbeing. However being a main carer for a child can be influenced by mental health and well-being, stress, self-efficacy, and broader social factors such as isolation or financial hardship. During their time with us, we want to support parents and carers to develop their parenting skills and confidence, reducing stress and isolation and improving confidence.

Chance UK Parent Programme Managers play a vital role in engaging parents in the mentoring support their children are receiving in order to get the best outcomes and lasting long-term change for the children

We have recently reviewed and redeveloped our support offer in light of research and best practice, and are delighted to have a new offer for parent/carers, which includes:

- **1:1 engagement work** including signposting to other services, obtaining specific grants if required, troubleshooting any emerging issues occurring on mentoring sessions and working positively with other support services.
- **'A Space To Breathe'** a new 10 week practical, interactive parenting course based on social learning theory, trauma-informed and solution-focused practice designed to build parental skills and confidence.
- **Family Group Activities** offering parent/carers a chance to test new behavioural strategies and have fun as a family in a supported environment.
- **Information Clinics**, which bring in experts to work on shared parent/carer-led issues (e.g. accessing correct benefits, supporting the child's Special Educational Needs).

Through all of the above strands the Parent Programme Managers will work with the parent/carers of the children being mentored by Chance UK to identify and build on their strengths and deal positively with challenges that they may face and providing the encouragement and support to enable real and lasting positive change for the family.

Key responsibilities will include:

1. To engage parent/carers of the children who use Chance UK's services so that they are involved and supportive partners in the mentoring journey their child is on.
2. Hold a large caseload supporting parents through 1:1 and group work intervention at a Mutually agreed time.
3. To work in 1:1 way with parent/carers to support signposting to other services, attendance at Chance UK events, and the development of a parenting solution-focused mindset.
4. To plan for and provide successful and well-attended events for parent/carers as needed.
5. To support the delivery of the Chance UK Mentor Training and interview processes for potential volunteers.
6. Maintain accurate and timely records of communications, meetings and contacts with families, schools and other agencies on Salesforce.
7. To support the team as a facilitator of the "A Space to Breathe" course which aims to improve parent/carers' skills and confidence.
8. Preparing programme reports incorporating qualitative and quantitative information.
9. Contributing to the development and implementation of monitoring, review and evaluation processes to enhance programme quality and impact.
10. Planning and conducting briefings about Chance UK, its programmes and referral process for families, schools, community groups and other organisations.
11. Ensuring that all programme work is clearly within safeguarding guidelines and referring all safeguarding issues that arise promptly and sensitively.

Person Specification

Essential

- Experience working directly with parent/carers and their children in social work, education, voluntary sector or related area.
- A recognised degree or professional qualification in social work, child development, psychology, education or related fields *or* significant professional experience within those fields.
- Understanding of the current context and challenges facing vulnerable children and families.
- Demonstrable skills and/or experience of delivering training courses, workshops or seminars.
- Excellent written and verbal communication skills.
- Excellent inter-personal skills.
- Excellent organisational skills including the ability to work to tight deadlines.
- Demonstrated ability to manage multiple tasks effectively.
- Excellent IT skills including Word, Excel and PowerPoint.
- Willingness to work flexibly, including planned in advance weekends and evenings.
- Understanding and prioritising of safeguarding good practice and responsibilities.

Desirable

- Experience of running specific group parenting courses, programmes or workshops.
- Experience of positively working with children or families that can be hard to engage.
- Experience using Salesforce or other CRM database or platform.

Competencies

Essential

- Committed to diversity and implementing equal opportunities and anti-discriminatory practice.
- A flexible team player who thrives on a diverse work portfolio.
- Is solution focused and pre-empts problems by seeking guidance or taking action.
- Pursues tasks/goals with energy, drive and a need for completion.

- A self-motivated individual with the ability to work effectively under pressure and with minimal supervision.
- Discretion in dealing with sensitive and confidential information.
- Able to build positive relationships with and maintain professional boundaries

To apply

Please email your CV and a 1 page covering letter to recruitment@chanceuk.com

Closing date:

4th April 2021

We are looking for successful candidates to start as soon as possible and therefore applications will be reviewed on an ongoing basis and interviews scheduled accordingly.