

#### NHS GREATER GLASGOW & CLYDE

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | | | |
|  | **Job Title:** | **Parenting Support Practitioner** |  |
| **Responsible to:** | **Parenting Manager, Children & Families Services Glasgow HSCP** |
| **Department(s):** | **Glasgow Central Parenting Team** |
| **Directorate:** | **Children & Families Services Glasgow HSCP** |
| **Grade:** | **Band 4** |

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| **JOB PURPOSE**  As part of the Central Parenting Team service the post holder will provide accessible, appropriate, high quality, culturally sensitive and effective parenting support, advice and information to families in a variety of settings within local communities and neighbourhoods. Working in partnership with service users, care providers and other agencies to deliver flexible tailored evidence based parenting programmes for families.  Adopting a community development approach to their practice, the post holder will work in partnership with colleagues, individuals, the local community, and other agencies to identify and support parenting need.  The post holder will plan and deliver evidence based parenting support interventions to families within Glasgow communities. |

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| **ROLE OF DEPARTMENT**  Central Parenting Team service sits within Glasgow HSCP Children & Families Services and has a city wide remit across Glasgow.  Parenting support has been identified by all agencies within Glasgow City’s Children’s Services Planning as one of the key drivers for improving educational, social and health outcomes for Glasgow’s Children.  A joint NHSGGC and Glasgow City Council Parenting Support Framework was launched in June 2009 with the aim of improving outcomes for children through the delivery of co-ordinated, accessible, high quality, culturally sensitive evidence based parenting support.  Central Parenting Team is responsible for supporting the implementation and development of the Glasgow Parenting Framework operating consistently with Glasgow HSCP’s transformational change agenda, corporate themes, locality plans and Glasgow City’s Integrated Children’s Services Plan.  The service works collaboratively and effectively with internal and external services within local communities and neighbourhoods.  The Central Parenting team operates an open access parenting service for families providing support in local community and primary care settings across Glasgow HSCP  **The Purpose of the HSCP** is to:   * manage local NHS and social care services; * improve the health of its population and close the inequalities gap; * drive the local implementation of the quality strategy ensuring person centred, safe and effective care; * achieve better specialist health care for its population; * ensure an effective process to engage in community care and children’s service planning; * work closely with Glasgow City Council to deliver effective integrated services where appropriate * lead participation in joint and community planning in Glasgow City; * modernise community health services; * integrate community and specialist health care through clinical and care networks; * deliver effective engagement with primary care contractors; * work with local communities to ensure they influence decisions; and, * ensure patients and frontline health care professionals are fully involved in service delivery, design and decisions |
| **ORGANISATIONAL POSITION**  Head of Planning  Parenting Manager  Business Support Team  **This Post**  Parenting Support Practitioner |
| **SCOPE AND RANGE**  The post holder will demonstrate excellent relationship building, communication and engagement skills with Parents/Carers and families, local communities and colleagues from partner organisations.  The post holder will demonstrate excellent skills in the delivery of evidence based group interventions and individual support for parents/carers who are seeking and/or have been identified as requiring parenting and early intervention support.  The parenting support practitioner will be responsible for delivering supervision of parents whilst providing hands on support to children / families as allocated by the Parenting Manager.  The post holder will work mainly independently and autonomously without direct supervision. |

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| **6. MAIN DUTIES AND RESPONSIBILITIES**  The post holder is responsible for the planning and delivery of the Triple P Parenting support programmes as directed by the Parenting Manager taking into consideration the lifestyle, race, gender and cultural background, and factors which impact on physical, mental or emotional health.  The post holder will   * be able to build and develop excellent working relationships with parents, colleagues and wider community in supporting parents to access Triple P and other evidence based parenting programmes * promote parental and community involvement in the rollout of Triple P in Glasgow HSCP * demonstrate enthusiasm and commitment to promote the Triple P Programme in Glasgow * deliver Triple P in partnership with core team members ensuring and maintaining fidelity to the programme * Be able to deliver parenting support in a flexible manner e.g. example evening work may be required, depending on parent’s needs. * Be familiar with and work within the organisational policies which include equal opportunity, confidentiality and data protection policies. * attend staff meetings and clinical and mandatory training * reflect and update knowledge and skills when reflecting on own work practices * take part in recorded sessions for peer review, as appropriate, to maintain optimum fidelity to the evidence based programme * Maintain accurate up-to-date clinical records and care plans, ensuring compliance with the Data Protection Act and the Freedom of Information Act. * Contribute to the provision of information for the completion of reports for case conferences / case discussions and the Reporter’s Office as required. * Be responsible for the utilisation of various clinical and environmental risk assessment tools in order to identify actual and potential risks and ensure implementation of appropriate interventions.   The post holder will also be responsible for reporting incidents and critically appraising them in order to reduce any recurrences and participate in further investigation as required.   * Be able to plan and prioritise delegated workload to ensure that clients’ needs are being met. * Be able to support patients, families and carers in order to achieve optimum parenting capacity within a model of self-sufficiency. * Participate in clinical audit and research that will ensure continuing improvements in practice and enhance individual and team performance for the improvement of care.  Participate in the induction of newstaff into the teamBe responsible for own professional development and encourage and support the continuing professional development of the Central Parenting Team.  * Participate in co-delivery, supervision and mentoring relating to the programme. |

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| **7 SYSTEMS, EQUIPMENT & MACHINERY**  On a regular (daily basis) post-holder would have cause to use:-  Telephone  Personal Computer (involving use of Microsoft Word, Outlook, PowerPoint,)  Network Printers  Facsimile  Photocopier  Laptop  Projector  General Office Equipment. |

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| 1. **DECISIONS AND JUDGEMENTS**   The post holder is accountable for his/her own professional actions and must be able to justify decisions based on the assessment of the client, family/carer and environment.  The post holder must be aware of his/her own scope of practice and will work mainly independently without direct supervision whilst regularly reporting back to the caseload holder.  The post holder will have the ability to identify their own training needs and recognise who or where to contact for support  The post-holder will work without detailed supervision and will generally operate within established procedures and processes.  The post-holder will determine from established procedures those matters which should be brought to the attention of the line manager and those which can be undertaken independently by self or other team members. |

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| 1. **COMMUNICATIONS & RELATIONSHIPS**   The post holder will regularly be involved in communicating internally and externally with health, social care professionals, health workforce, community groups and education as well as clients and families. The role will involve an educational dimension with families/carers and colleagues. The post holder will be required to receive and communicate sensitive information on a daily basis. They will actively participate in a range of meetings that support effective communications.  **KEY RELATIONSHIPS**  **Internal**  Community Nursing Staff  Administrative Staff  Doctors  Practice Nurses  Specialist Community Nurses  Community Older Peoples Teams (COPT)  Oral health action team  Practice Development Nurse  Practice Education Facilitator  Public Health Practitioners  Allied Health Professionals  Health Promotion Staff  Partnership Colleagues  **External**  Clients and families  Secondary Care  Local Authority  Voluntary Sector/community groups  Mental Health  Learning Disability Partnership  Education/ Nurture settings  Addictions |

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| **10. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB**  The role places a high level of mental and emotional demand on the post holder. This could be driven by the needs of service users. Mental demands are significant in relation to the retention and communication of knowledge and information. Emotional demands are significant in relation to supporting vulnerable individuals and families, for example, child protection.  Working conditions are variable and unpredictable as the role will involve visiting clients/families in their own homes and community settings e.g. practice surgeries and clinics.  Many of the following skills and demands are performed on a daily basis as part of the clients/families care package requiring a level of manual dexterity, precision and hand/eye co-ordination.  **Physical Skills**   * Educational play with children   **Physical Demands**   * Carry equipment to patients’ homes * Stand or walk for majority of shift * Drive within city/countryside environments * VDU exposure * Bending and kneeling * Climbing/descending stairs   **Mental Demands**   * Concentration required when delivering group or individual interventions * A requirement to retain large volumes of information from a wide variety of sources   **Emotional Demands**   * Communicating with distressed/anxious/worried clients/families * Exposure to verbal/physical aggression especially when working alone * Dealing with child protection/and vulnerable families * Dealing with difficult family, circumstances or situations * Dealing with complaints   **Working Conditions**   * Exposure to body fluids such as blood, faeces, sputum, vomit, and urine. * Exposure to verbal/physical aggression * Exposure to dirty/smoky working conditions * Driving/walking in all types of weather conditions * Exposure to bacteria and viruses * Exposure to dust, dirt, fleas, lice and scabies * Exposure to pets |

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  The most challenging parts of the job are in relation to the following:   * Engaging Parents and carers in evidence based Parenting support * Ensuring attendance, retention and completion of evidence based Parenting support programmes * Ongoing involvement with families dealing with child protection/vulnerability issues.  Delivering safe, responsive, efficient and effective care, within environments that are not conducive to this approach.  * Non-compliance by clients/families with programmes of care. * Working alone some of the time. * Exposure to verbal and physical abuse. * Difficulty accessing appropriate services due to other health services/agencies restrictive referral criteria and waiting lists.   i |

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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  Qualifications   * HNC or equivalent in a relevant discipline.   Experience   * Experience of working in a relevant topic or skills based area (e.g. with children, parents/carers, community development, training). * Partnership working. * Experience of working with vulnerable individuals and groups.   Knowledge   * Purpose, principles and values of parenting support approaches   The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs.   |  |  | | --- | --- | | **SKILLS** |  | | Data collection and  recording | * Ability to collect and record information about Parenting support and relevant activities. | | Partnership working and negotiation skills | * Ability to communicate with a wide range of people re parenting support. * Ability to work in partnerships to influence family health and wellbeing. | | Effective practice skills | * Ability to apply evidence base knowledge and principles to inform practice. | | Communication/  Interpersonal skills | * Ability to develop and maintain effective collaborative working. * Ability to work in partnership with individuals and agencies to improve health. * Ability to effectively engage families in evidence based parenting support | | Planning and education  skills | * Ability to communicate project purpose & goals to stakeholders * Ability to plan, organise and deliver individual and group interventions | | Independent working/time management skills | * Ability to manage and evaluate own activities. |   **Personal Attributes**   * Team Player * Attention to detail * Highly motivated and enthusiastic * Excellent communication skills |

**13. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

**Job Holder’s Signature: Date**

**Head of Department Signature: Date**