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Until 2022



8 January 2024

Dear Applicant

Thank you for your interest in the post of **Parenting Support Practitioner**.

In this pack, you will find:

- Job Description
- Person Specification

On our website, you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application; we will be short-listing based on filled-out application forms only.

Your completed application form, together with your completed monitoring form, should be sent by email to: [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email, including attachments, must not exceed 5MB in size. We cannot accept applications by post at this time.

As this post advert has a rolling deadline, we recommend you get your applications in as soon as possible to make sure you don't miss out.

Interviews are likely to be held in person at our Woolwich office but may accommodate over Zoom if requested.

For further information regarding this post, please contact **Phinnah Ikeji on 020 8305 5000 or by email [phinnah.ikeji@metrocharity.org.uk](mailto:phinnah.ikeji@metrocharity.org.uk)**.

We look forward to hearing from you.

Yours sincerely

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1st Floor Equitable House  
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**METRO Surrey**  
Flat 1-3  
The Old Bakery  
South Road  
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RH2 7LB



MAYOR OF LONDON



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Andrew Evans  
CEO

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# Job description

## Key details

<b>Job title</b>	<b>Parenting Support Practitioner</b>
<b>Employment status</b>	Part-time
<b>Duration</b>	Permanent
<b>Salary/Wage</b>	£30,594FTE (salary is pro-rata for 3 days per week at £18,356.40)
<b>Hours</b>	21 hours per week (3 days)
<b>Line manager</b>	Young Greenwich Parenting Support Services Manager
<b>Coordinated by</b>	Head of Mental Health and Youth Services
<b>Employer</b>	METRO Charity (The Metro Centre Ltd)
<b>Location</b>	This post holder will work in a mixture of locations, including the main METRO Woolwich office, working in community settings in Greenwich and offering an online hybrid service.

## Job Outline

METRO is looking to recruit for the vacancy of **Parenting Support Practitioner**. This fulfilling and exciting role is dedicated to helping empower, equip and support **parents of teenagers** in the London borough of Greenwich. The role will support parents one-to-one through mentoring and coaching to improve their skills and confidence in managing relationships with their teenage children.

### Programme

The METRO Parenting Support Programme is part of the Young Greenwich Partnership, delivering a new integrated programme commissioned by the Royal Borough of Greenwich. The essential purpose of the Young Greenwich programme is to enable young people to develop holistically, working with them to facilitate their personal, social and educational aspirations to develop their voice and reach their full potential. The programme is led by NHS Oxleas Foundation Trust (Oxleas) and delivered with Charlton Athletic Community Trust (CACT) partners, who, together with METRO, form the Young Greenwich Partnership.

The METRO Parenting Support Programme delivers coaching, group work, mentoring and counselling designed to help parents of teenagers achieve their health and wellbeing goals. This, in

turn, will allow us to achieve goals for parents and children and young people as part of the wider Young Greenwich programme.

### Role

The role will include working with parents one-to-one and in groups to identify goals around improving confidence and wellbeing and using mentoring and coaching tools and techniques to help support parenting skills development. Topics will include understanding the developmental needs of teenage children, managing challenging behaviour, and looking after your health and wellbeing.

### Main tasks

1. Deliver a family support-focused coaching programme working with parents of teenagers in the borough of Greenwich.
2. Directly provide families with practical, emotional and social support around complex needs to improve their wellbeing, or, where necessary, to signpost to relevant services providing practical, emotional or social support.
3. Use relatable work skills and advocacy to strengthen family relationships and functioning, promote parental-teen communication and improve parenting confidence.
4. Conduct home visits to assess support needs and draw up and coordinate coaching plans with colleagues within METRO and the Young Greenwich partnership.
5. Carry out assessments and reviews of client cases in line with case review procedures.
6. Conduct quality coaching and support for families with complex needs related to parenting support.
7. Attend multi-disciplinary team meetings and develop good relationships with key stakeholders, including social workers, a range of statutory and voluntary sector organisations, community mental health teams, and GPs.
8. Keep abreast of current issues, developments, legislation and guidance in the parenting and childcare/family support fields, as well as be aware of other agencies and services available.
9. Attend and participate in bi-monthly client allocation meetings.
10. Record notes and keeps up-to-date client records in line with METRO's information governance, service governance and legal and statutory duties when working with complex, vulnerable clients.
11. Show understanding of safeguarding and child protection issues and support other team members to actively recognise, record, and report any safeguarding concerns in line with METRO's safeguarding policy and procedures.
12. Provide advice and advocacy for housing, benefits or immigration issues and support families dealing with child protection meetings as required.

13. Support the Groupwork Coordinator in devising and assisting in providing group work or workshops.
14. Assist with performance management monitoring reports for internal and external commissioner meetings.

## Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision and undertake appropriate training as agreed. Maintain and update knowledge and skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

## Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Understanding of working in partnership with parents and carers		Essential	A & I
Coaching qualification or experience of coaching people around a behavioural change in a health or related setting		Desirable	A & I
Ability to work and communicate in a manner which empowers parents and carers, children and young people		Essential	A & I
Understanding of parenting skills and positive behaviour management		Essential	A & I
Well-developed understanding of current mental health and drug and alcohol use issues and community support within a London inner-city context		Essential	A & I
Knowledge and understanding of the specific needs of children and families living with complex health and social vulnerabilities		Essential	A & I
Experience in advocacy, welfare and housing support		Desirable	A & I
Advanced knowledge and understanding of laws and practice in relation to safeguarding children, the rights of children, and preventative family support		Essential	A & I
Experience working with families that include children and young people with learning disabilities and/or Autism.		Desirable	A
	Ability to use initiative and work in a confident, assertive manner, particularly in relation to safeguarding children	Essential	A & I
Experience in effectively managing staff or volunteers		Essential	A & I

	Good assessment and case management skills	Essential	A & I
	Good IT and report writing skills	Essential	A
	Understanding of confidentiality and boundaries as related to this work	Essential	I
	Ability to travel across London boroughs, especially Greenwich	Essential	A
Experience in building and maintaining relationships with statutory and voluntary service providers		Essential	A & I