**Family Engagement Officer**

# JOB DESCRIPTION

Parent Network Scotland (PNS) believes in peer-to-peer support, and that parents themselves have the solutions to many of the challenges they face, with the support and encouragement of trained parent facilitators, and of other parents. PNS parent facilitators training is effective and significantly increases their parenting knowledge and facilitation skills.

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| Job Role: | Family Engagement Officer |
| Vacancy Reference Number:  | PNS 000 | Salary range: | £25,500 |
| Hours of work: | 35 | Contract type: | Fixed Term March 2022 with the option with extended funding to March 2023 |
| Work pattern: | Flexible |  |

## Main Job Purpose

Through our Network meetings, Parent Network Scotland (PNS) uses an innovative combination of peer-led methods with parent group leaders who receive support and supervision through our network meetings. This new role will see the successful applicant join a friendly core team of four facilitators.

We are seeking a creative, self-motivated, capable, and outgoing person who shares the belief in supporting families' health and wellbeing. This is an engagement and communication opportunity so knowledge of social media and local activities and partnerships will be beneficial to the role.

This new role has been created to ensure that we are continuing to respond to, and meet parent’s and carers needs. The post holder will be self-motivated, able to drive their own workload with enthusiasm to succeed. You will have excellent interpersonal skills and be able to communicate effectively both verbally and in written communications to a wide range of audiences. The posts will be flexible, however, please note, some evening and weekend work may be required. The ideal candidate will share our ambition to grow parenting peer to peer support through:

## Main Statement of Responsibilities

Accountability, Planning & Organising

* planning local events, activities and communications with families and professionals.
* coordinating and managing partnership pop up events
* being committed, reliable, friendly, and motivated
* working on own initiative and driving own workload to an agreed set of targets and goals
* working and liaising effectively with the existing staff team and volunteers
* being committed to Parent Network Scotland aims and values
* coordinating packs distribution with our partner agencies, encouraging uptake in the scheme, and continuing to improve our referral and communication process
* improving the scope and scale of help available to parents and families
* offering a greater credibility and influence with other parents in local communities
* building community capacity and resilience through our parent networks
* improving parent facilitators’ confidence, qualifications, and employability
* face-to-face engagement and recruitment of parents into the Scottish Parent Academy and families into wellbeing hubs

Building Relationships,

* maintaining and building on existing relationships with partners
* seeking and developing new partnerships and relationships within the community.
* excellent communication, engaging with people from varying backgrounds
* development of relationships and opportunities with partners and other social, environmental, and local businesses, to further our aims and better support families.

Analysis, Reporting and Documentation

* evaluating as you go to make quick and effective changes to delivery that suits local needs.
* Collating feedback and liaise with the Parent Network Scotland team to implement potential improvements
* maintaining records, monitoring, evaluating, and reporting on our partnership and engagement work
* ensuring that the desired funding outcomes are achieved and reported on

Communication & Support

* Improving the scope and scale of help available to parents and families
* Building community capacity and resilience through our parent networks
* Improving parent facilitators’ confidence, qualifications, and employability
* developing interventions and learning using different methodologies to engage including social media.
* developing and rolling out a community engagement and communications plan and coordinating and developing our existing partnership programme.
* Clearly communicating our aims, benefits, and achievements, as well as helping us to engage hard to reach communities.
* Clearly communicate our services and impacts to the community through a variety of media and methods

Strategic Problem Solving

* Develop and implement a community engagement plan

Continuous Improvement

* Offering a greater credibility and influence with other parents in local communities
* being committed to learning and on-going training

## Relationships

Line manager: This role reports to the Operations Manager

Job Specification

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| Relevant Qualifications | ***Essential***  | ***Desirable***  |
| A relevant community development or similar qualification |  | 🗸 |
| Communication and Interpersonal Skills | ***Essential***  | ***Desirable***  |
| Excellent communication skills  | 🗸 |  |
| Confident communicator to a wide range of audiences | 🗸 |  |
| Excellent organisational skills | 🗸 |  |
| Ability to follow precise instructions  | 🗸 |  |
| Self-motivator, ability to work off own initiative | 🗸 |  |
| Computer literate  | 🗸 |  |
| Ability to organise tasks and manage time effectively | 🗸 |  |
| Friendly and reliable with a positive, helpful attitude | 🗸 |  |
| A flexible approach, and open to changing working patterns if necessary | 🗸 |  |
| A keen learner | 🗸 |  |
| Passionate about our aims and values | 🗸 |  |
| Commitment to teamwork | 🗸 |  |
| A strong negotiator | 🗸 |  |
| Willingness to travel to outreach community hubs | 🗸 |  |
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| Additional Criteria  | ***Essential***  | ***Desirable***  |
| Community partnership building |  | 🗸 |
| Supporting parents to flourish | 🗸 |  |
| Confident in designing and distributing social media content |  | 🗸 |
| Experience in monitoring and reporting against set targets and outcomes | 🗸 |  |