

Role Title	Parenting Facilitator
Job Family	Early Help 0-18
Competency Level	All Colleagues
Pay Range / Scale	Indicative SO2
<p>Purpose</p> <p>To deliver evidence-based parenting programmes and group interventions as part of the Family Hubs and Start for Life offer, supporting parents to strengthen relationships, build confidence, and improve outcomes for children and young people. The role empowers families through high-quality facilitation, early intervention, and partnership working. Home visitation is an important part of the service requirement.</p>	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery that engages parents and enables them to make effective use of the Family Hubs offer.	Programmes are delivered to high professional standards. Parents feel supported, informed, and confident. Participation is inclusive and accessible.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Accurate, timely and compliant records are kept in line with safeguarding, data protection and quality assurance frameworks.
Work closely with others to clarify changing family and organisational needs.	Parent needs are identified and responded to. Opportunities for service improvement are highlighted.
Develop good working relationships and communicate effectively with internal and external partners.	Strong partnerships are maintained. Families experience effective support. Positive feedback is received from stakeholders.
Carry out duties with reasonable care for health and safety.	Work is delivered safely and risks are minimised.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.

Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Plan, prepare and deliver evidence-based parenting programmes, workshops and group interventions (daytime or evenings).	Sessions are well-structured, engaging and accessible. Parents report increased confidence and understanding. Facilitator reflections and session reviews are completed to support quality and consistency.
Build strong, trusting and professional relationships with parents using strengths-based and inclusive approaches	Parents feel respected, empowered and supported to make positive changes. Engagement is sustained throughout the programme.
Undertake pre-programme conversations or screening to understand family needs and suitability.	Families are matched to the right programme. Risks and support needs are identified early.
Engage and recruit families to programmes, including targeted outreach and partnership referrals.	Programmes reach the intended families. Barriers to participation are reduced.
Provide information, advice and signposting to parents, supporting them to access wider services	Parents feel confident navigating local support. Families access timely help beyond the programme.
Maintain accurate records on relevant systems (e.g., Mosaic) and contribute to monitoring and evaluation.	Records are complete, compliant and support service planning and impact reporting.
Work collaboratively with	Families experience coordinated support. Information is

colleagues across Early Help, Early Years teams, Family Hubs, health services, schools and voluntary/community partners.	shared appropriately.
Identify safeguarding concerns and escalate in line with Council policy.	Children and families are protected. Risks are managed appropriately.
Keep up to date with best practice in parenting, child development and early intervention.	Training reflects current research and uses appropriate language, models and approaches.
Contribute to the development of parenting resources, materials and activities.	Materials are high-quality, accessible and aligned with programme standards.
Provision of parenting support in the homes of parents and carers and other settings in daytime hours	Families receive high quality support

Nature of Contacts
<ul style="list-style-type: none"> • Direct contact with parents and carers, including those experiencing multiple disadvantage. • Regular liaison with Early Help practitioners, social workers, Family Hub teams, health visitors, schools and community partners. • Requires confidence, sensitivity and diplomacy when dealing with challenging situations or distressed parents. • May involve influencing engagement and supporting behaviour change.

Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p>

The post holder will be expected to work from a range of settings including Family Hubs, Libraries and other community locations across the borough in addition to completing home visits.

Key Facts and Figures

Resourcing

Budget Responsibilities:

Small budget for refreshments or programme materials

Supervisory Responsibilities:

None. May support volunteers where appropriate

Knowledge, Skills and Experience

Essential

- Experience working with children and/or families for at least one year.
- Experience delivering workshops, group work or parenting programmes.
- Strong understanding of child development, family stressors and the needs of parents.
- Knowledge of safeguarding, risk management and information-sharing.
- Excellent facilitation and interpersonal skills.
- Ability to motivate, encourage and build confidence in parents.
- Strong communication skills (verbal, written and IT).
- Commitment to reflective practice and ongoing learning.
- Ability to work flexibly, including some evenings.
- Ability to maintain constructive relationships with other agencies, even in challenging circumstances.
- Ability to assess needs and recognise issues such as domestic abuse, mental health, substance misuse, learning disability or neglect.

Desirable

- Experience delivering evidence-based parenting programmes, especially Parents as First Teachers, Strengthening Families, Strengthening Communities, etc

- Experience of home visiting.
- Knowledge of Early Help processes.

Indicative Qualifications

- Numeracy and literacy qualification (e.g., GCSE English and Maths or equivalent).
- Relevant professional qualification (e.g., childcare, social care, community development).

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.