



The **Benjamin** Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy of a Parent Support Advisor.

More information about the position, including a Job Description, including a Job Description and Job Specification are enclosed.

If you have any questions regarding the vacancy, please contact the HR Department on 01603 886925 or email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Please return your completed applications by email to:-

[recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Or by post to:

HR Department  
The Benjamin Foundation  
23-27 St Andrews Street  
Norwich  
NR2 4TP

The closing date for this position is Monday 4<sup>th</sup> September Noon.



The **Benjamin** Foundation  
**Parent Support Advisor**  
**Queen's Hill Primary School – Norwich**  
**18.75 hours per week**  
**Term Time Only**

Fixed until July 2018 in the first instance  
**£9,825.75 per annum (£11.91 per hour)**  
Plus car users allowance & agreed mileage  
(A car is essential for this role)

*Are you looking for an exciting new challenge to work within a charity that provides support to young people and families?*

The Benjamin Foundation, working in partnership with Queen's Hill Primary School is seeking to appoint a Parent Support Adviser (PSA). The main focus of the PSA role will be to work from Queen's Hill Primary School to provide tailored support to individual families whose children attend there. Therefore the candidate will have the ability to manage a complex and intensive caseload. Areas of work will include providing pro-active information and support, direct work with families in the home or other suitable venue, liaison with other professionals and agencies.

In addition to the usual PSA role this post also includes delivery of emotional wellbeing support work with children using our 'Time for You' model of service delivery which is a dedicated Early Help service offering support and advocacy to children and young people.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of young people. An enhanced DBS check will be required for successful applicants.

The Benjamin Foundation embeds the Nurtured Heart Approach<sup>®</sup> which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit <http://benjaminfoundation.co.uk/jobs>

OR email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Tel: 01603 886925/886922

**Closing Date: Monday 4<sup>th</sup> September Noon**  
**Interview Date: Thursday 14<sup>th</sup> September (Queen's Hill Primary School)**



The **Benjamin** Foundation

## Parent Support Adviser

### Job description

<b>Job title:</b>	Parent Support Adviser
<b>Employer:</b>	The Benjamin Foundation
<b>Location:</b>	Queen's Hill Primary School (Norwich)
<b>Contract:</b>	Fixed Term until July 2018 in the first instance
<b>Salary:</b>	£9,825.75 (£11.91 per hour)
<b>Hours of work:</b>	18.75 hours per week Term Time Only
<b>Department:</b>	Early Help Services
<b>Reporting to:</b>	Director of Operations – Early Help

### Job purpose

1. To provide tailored support to individual families whose children attend Queen's Hill Primary School
2. To work pro-actively with the school to engage with a caseload of families and provide support at the earliest opportunity
3. To manage a caseload of children, providing effective support tailored to their needs
4. To ensure delivery of the service makes a tangible difference to the outcomes for children and young people and their parents / carers

### Main duties

#### Service Delivery

1. Contacting families by phone / e-mail and carrying out home visits as a lone worker in order to provide parental information and support
2. Promoting high quality parenting which is effective, warm and authoritative
3. Manage a complex and sometimes intensive caseload of children and families requiring support
4. Encouraging positive parental engagement with schools
5. Being a visible presence in the school and taking a proactive approach
6. Have a good knowledge of and refer to appropriate local agencies and organisations
7. Establish effective communication with school staff including regular feedback, meetings and reports as required.
8. Collaborative work with the school's Inclusion Team
9. Facilitate evidence based parenting programmes and parenting groups
10. Respond to child protection matters as necessary
11. Be involved in and lead where appropriate the Family Support Process
12. Encourage good school attendance and punctuality



## The Benjamin Foundation

### Communication

1. Keep case-file records and all documentation pertaining to meetings / contact with families
2. Recognise and maintain appropriate professional boundaries
3. Use agreed tools for measuring outcomes and collecting evidence of impact of work
4. To undertake personal development opportunities such as PSA Team Meetings, annual Away Day and training relevant to the role

### General

1. To maintain key relationships to high standards at all times
2. To attend and report to relevant meetings both within and beyond The Benjamin Foundation
3. To undertake personal development and attend Personal Reviews and any relevant training
4. To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post
5. To adhere to the organisations Health & Safety Policies and Procedures

*The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.*

*The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.*

*This post is subject to a full and satisfactory DBS disclosure.*

**Name of Job Holder:**

**Signed Job Holder:**

**Date:**

**Name of Line Manager:**

**Signed Line Manager:**

**Date:**



The **Benjamin** Foundation

**Parent Support Advisor  
Person Specification**

Criteria	Details	Essential	Desirable	Assessed	
<b>Qualifications</b>	Formal qualification in working with children and young people	<b>E</b>		Certificate Application	
	A willingness to undertake training appropriate to the post	<b>E</b>		Application form/ Interview	
	Educational achievement sufficient to support clear reporting and presentation skills	<b>E</b>		Application form	
	Training in evidence based interventions for individual parents or groups of parents, particularly Solihull Approach		<b>D</b>	Application Form Interview	
<b>Experience</b>	Experience of working with children and young people	<b>E</b>		Application Form Interview	
	Working knowledge and experience of family and parent support	<b>E</b>		Application Form Interview	
	Demonstrable experience of delivering effective individual or group based support for parents	<b>E</b>		Application form/ Interview	
	Experience of lone working within client's homes		<b>D</b>	Application form/ Interview	
	Ability to deal with sensitive and personal issues in complete confidence displaying empathy and compassion	<b>E</b>		Interview	
	Experience within the field of education, social services or the voluntary sector		<b>D</b>	Application form	
	Experience of working in school settings		<b>D</b>	Application form	
	Experience of working with a multi-agency approach		<b>D</b>	Application form / Interview	
	<b>Knowledge &amp; Skills</b>	Relate to children and young people in an empathetic manner	<b>E</b>		Interview
		Knowledge and experience of Early Help processes such as Family Support Process	<b>E</b>		Application Interview
Willingness to use Signs of Safety Approach		<b>E</b>		Interview	
Willingness to work flexibly and manage own time to best effect		<b>E</b>		Interview	
Knowledge of physical, social and emotional aspects of child development		<b>E</b>		Interview	



The **Benjamin** Foundation

	Ability to maintain clear professional boundaries with children and young people and staff	E		Application Interview References
	Can employ creative and innovative approaches to supporting children and young people	E		Application form Interview Reference
	Sufficient IT skills to use e-mail communication, add information to spread sheets and produce reports	E		Application Form
	Knowledge of available support services and referral routes		D	Interview
<b>Communication</b>	Communicate effectively – face to face with children / parents / school staff etc	E		Interview References
	Deal with difficult situations in a calm, fair but effective manner	E		Interview References
	Develop a rapport with pupils and their families	E		Interview References
	Make good use of Supervision sessions	E		Interview References
	Report and account to line manager as appropriate	E		Interview References
<b>Personal Qualities</b>	Commitment to nurturing greatness in others	E		Interview
	Maintaining confidentiality	E		Interview
	Persistence and resilience	E		Interview
	Empathy and ability to engage with parents and professionals	E		Application form Interview
	Understanding of confidentiality, data protection and information sharing	E		Interview
	Innovative and proactive	E		Application Form Interview
<b>Additional</b>	The willingness to contribute to the wider Benjamin Foundation success story	E		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	E		Application form Interview
	Current Driving Licence and access to a vehicle insured for business use	E		Copy of DL and insurance certificate
	A willingness to undertake	E		Interview



The **Benjamin** Foundation

	training appropriate to the post			
	An interest in the long term development of the service	<b>E</b>		Application form Interview
	Able to work flexible hours when needed e.g. Parents evenings, Evening visits	<b>E</b>		Interview