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**Candidate Information Pack**

**For the position of**

**Self-employed**

**Parent Support Officer Associate**

Completed Application Forms must be returned to [gemma@ci-ni.org.uk](mailto:gemma@ci-ni.org.uk) by 12pm on Tuesday 3rd June 2025.

**BACKGROUND**

PARENTLINE NI is a Regional Helpline and Face to Face service delivered throughout Northern Ireland, providing support, advice and guidance on issues relating to parenting and is operated by Children in Northern Ireland. Our mission statement states that “every parent will feel valued, respected and nurtured on every call and are encouraged to both spend time connecting with their children and treating themselves with care and compassion.”

CiNI’s vision is to make Northern Ireland a society where all children are valued, treated fairly and are able to flourish. CINI is a regional membership organisation which has been delivering information, advice and support services including training to individuals, voluntary and community groups involving faith sector, parents/carers, government, independent and public sectors for over 30 years. It represents the voices of children, young people, and their parents/carers/service users and through this work has provided information and support services.

**JOB DESCRIPTION**

**Job Title:** Parent Support Officer Associate

**Responsible to**: Service Manager

**Location**: Belfast for induction then home working

**Hours:** as and when

**Salary:** £16.50 per hour

**Job Purpose:**

Parent Support Officers are employed to deliver confidential support, advice and guidance to parents and other family members on any issue relating to parenting via the telephone, email, web chat / instant messenger / zoom and face to face support as part of Parentline NI. The post holder will have responsibility for assessing parent need, providing ongoing support as required or sign posting parents/carers to the most appropriate agencies to meet their needs. Outreach and promotion of the service is also a key component of this role.

**Main Tasks:**

* To provide support to parents/carers and other family members accessing the Helpline and Face to Face service.
* To work with parents/carers assessing need, developing a support plan and review progress of same.
* To work in collaboration with the Service Manager in determining the support work for these parents/carers and families and identify any safeguarding issues that may arise.
* To maintain up to date knowledge and awareness of the range of service agencies to which parents/carers can be referred.
* To engage with key professionals and agencies who contact the helpline.
* To attend and contribute to supervision as agreed.
* To ensure all work is delivered to a high standard and quality assurance measures are adhered to.
* To ensure the consistent implementation of all policies and procedures, particularly around confidentiality, child protection and record keeping.
* To undertake administrative duties to support the project including maintaining records of work and providing written and verbal reports to the Service Manager as required
* To ensure caller details are recorded on the Parentline NI data system following standards required
* To undertake any other relevant duties within the overall scope of the post as may be required.

**Additional Information**

Parentline’s office is based in Belfast and travel to Belfast for induction and training days will be required.

Successful candidates will be required to attend an Induction and Competency Programme, usually four 4-hour sessions (flexible as required) in person at the Parentline office. Following completion of Induction home working is optional.

This is a self-employed role therefore responsibility for tax and NI lies with the associate.

Renumeration at £16.50 per hours worked is made via invoice to the service manager for approval.

***As an equal opportunities employer, we particularly encourage applications from Male and/or Minority Ethnic individuals as they are currently underrepresented at this level in this area. All appointments will be made on merit of skill and experience relative to the role.***

**Personnel Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications and Experience** | * Minimum of Level 3 qualification (or equivalent) in a care related subject AND1 years’ experience in a caring role within a health / social care related environment * **OR** Level 2 qualification in a Care related subject AND 2 years’ experience in a caring role within a health / social care related environment * **OR** 3 years’ experience in a caring role within a health / social care related role | * Safeguarding Training * Helpline Experience * Experience of early intervention work with families |
| **Abilities** | * Excellent communication skills both written and oral * Computer literate * Ability to work confidentially from home |  |
| **Knowledge** | * In depth understanding of the needs of parents and families * Sound working knowledge of child protection and safeguarding * Knowledge on child development and children’s behaviour | * Knowledge of statutory and voluntary sectors |
| **Qualities** | * Ability to work flexibly * Ability to work as part of a team |  |