



Job Description

Parent/Carer Peer Support Worker Outreach Work – East Sussex

Reporting to: Hansa Raja, CEO

Working with: Parent Peer Support Team

Hours: 30 hours – flexible working and job sharing considered

Salary: £20,000/ 1 Year contract

Location: East Sussex (regular travel)

Based: Head Office, Eastbourne

ABOUT HOLDING SPACE

Holding Space is a registered charity offering parent/carers peer support to families who are supporting a child or young person with any kind of emotional or mental health problem across East Sussex. We strongly believe in offering parents and carers support from parents with lived experience, supported by professionals.

We offer a wide range of services from face-face support, telephone support, low cost counselling and intervention programmes. Holding Space is also involved with a range of national work around parent/carers involvement in children and young people's mental health. We have a small, dedicated team of volunteers, who offer support to parents/carers caring for a child/young person with emotional or mental health difficulties

PURPOSE OF JOB

This is a very exciting opportunity for a parent/carers with lived experience of supporting their child with mental health challenges. The role is one of outreach and developing our services across East Sussex, especially in the rural areas; Uckfield, Hastings, Lewes, Hailsham etc. The role will involve meeting with parents/carers, working with schools and colleges, holding focus groups and understanding what their needs are, to help further develop support and services.

We are committed to making a positive difference to the lives of children, young people and families. As a Parent Peer Support Worker you will have a key role in making this happen.

You will work with the team by supporting new referrals, the delivery of the parent coffee mornings within schools and colleges, offering 1-2-1 support and information to parents-carers and liaising with professionals as required.

Social media and digital support are significant aspects of Holding Space's activities, and part of the role will involve writing, posting and responding to messages on the various media platforms. You will also have the opportunity to get involved in the co-delivery of training, co-facilitation of advisory work and preparation and delivery of events and activities.

The ideal person for this role must have lived experience, be highly motivated, have excellent communication and interpersonal skills and the ability to organise and manage their own workload.



KEY TASKS AND RESPONSIBILITIES

Project Support

1. Explore developing support in rural areas and in neighbouring towns to understand the needs of parents and carers; Uckfield, Lewes, Hastings, Crowborough etc
2. Explore opportunities for outreach work targeting those communities who do not engage or access Holding Space support; for example dads and under represented communities
3. Hold focus groups with parents and carers to understand their needs and how we can best support them.
4. Work with schools and colleges across East Sussex to develop support, co-production and partnership working.
5. Manage all new referrals
6. Facilitate parent coffee mornings in locality areas.
7. Submit ideas/suggestions based on feedback from parents and carers.
8. Offer 1-2-1 support and information to parents-carers via telephone and follow up on any actions, as required.
9. Deal promptly and politely with all enquiries offering support and information as appropriate.
10. Record details of enquiries/referrals, including follow up provided using the charity's database.
11. Work with the CEO and Parent Peer Support Team in producing outcomes and reports
12. Work in partnership with voluntary and statutory organisations to further develop resources and support for families, children & young people.
13. Use computerised systems including Word, Excel, Outlook, Databases, PowerPoint, and Mail Chimp to produce required documentation including presentation materials, emails, and mailing lists.

Other Duties may include:

1. Training, workshops, activities, and events for parents-carers.
2. Engagement in involvement opportunities (local & national).
3. Write and respond to posts for the various media platforms including Facebook, Instagram and Twitter.
4. Assist with co-delivery of training to ensure a lived experience perspective is reflected.
5. Represent Holding Space at local partnership meetings.
6. Establish and maintain effective working relationships both internally and externally.

Policies/Procedures

1. Keep informed of relevant policies and procedures, as they relate to the role and level of responsibility, asking for training and guidance if necessary.
2. Comply with all data protection requirements with regards to the access, confidentiality and dissemination of personal data.
3. Comply with procedures for promoting and safeguarding the welfare of children, young people and families and responding appropriately to any safeguarding concerns.
4. Carry out duties with due regard for Health and Safety policies and procedures.



Personal Development

1. Plan and organise own work to ensure that both routine and unexpected tasks are completed promptly, as necessary.
2. Actively take part in formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.
3. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.

In this role you will need to work flexibly, which may be out of normal working hours and carry out other duties as may be determined from time to time within the scope of the post. The job description will be reviewed as and when required.

We are dedicated to building a diverse and inclusive workforce so if you are excited about this role, but your experience does not fit perfectly with the job requirements we encourage you to apply or contact us for a chat.