

Job Description Parenting Education Worker

Directorate:	Education and Children's Services		
Service:	Early Help Service		
Location:	Various across Lancashire		
Salary range:	£25,989 to £28,142	Grade:	5
Reports to:	Best Start in Life Development Worker	Staff responsible for:	n/a

Job purpose and scope

Working under the guidance of the Best Start in Life Development Worker, as a Parent Educator, you will play an instrumental part in empowering parents with the knowledge and skills they need to support learning and development and positive outcomes for their children. This position requires a blend of empathy, expertise, and dedication to support families through their parenting journey.

Working primarily within Best Start in Life Centre of Excellence, Family Hubs, Centre's and community settings, the Parenting Education Worker will engage parents and carers in a supportive, respectful, and inclusive way—helping them to develop confidence, resilience, and the practical skills needed to meet their children's needs. This role contributes to improving safety, health, school readiness, and overall family functioning by providing accessible support at the earliest possible stage.

As a valued member of Lancashire County Council's Early Help Service you will support and ensure the high-quality delivery of Evidence Based Parenting Interventions. Post holders will work in partnership with other roles in the Neighbourhood & Community Team to lead the planning and delivery of regular evidence-based parenting programmes for parents, carers and family groups as determined by the needs of the service curriculum and community.

Postholders will be aligned to one of the ten delivery team areas.

- Lancaster
- Wyre/Fylde
- Preston
- Chorley
- South Ribble
- West Lancashire
- Hyndburn/ Ribble Valley
- Rossendale
- Burnley
- Pendle

The Parenting Education Workers will work alongside Neighbourhood Group Workers and Outreach Workers to support and ensure the high-quality delivery of Evidence Based Interventions. Post holders will be responsible for working with all services, parents, carers and the wider community to ensure that there is a high take up of evidence-based programmes (PEEPS Learning Together, Triple P, Easy Peasy) across the Family Hubs Network, especially the BSiL Family Hubs. Also to ensure that parents and carers fully complete programmes, achieve positive outcomes, take part in the evaluation of programmes and receive recognition.

Postholders will have responsibility for promoting our BSiL offer, receiving requests for parenting programme support, triaging these requests alongside parents / carers to ensure access to a parenting offer that best meets their child and family's needs.

Post holders will deliver parenting educational group work and drop-in support services at identified at Family Hubs and Neighbourhood Centre venues in the main and may contribute to supporting arrangements around group work delivery in other community settings or in partnership with other agencies as directed.

They will deliver high quality informal education, prevention and early intervention opportunities which help improve children and family outcomes. Group work will be targeted to those most in need of support and focus on addressing needs identified as barriers to children and family progression. Parenting education workers will seek to increase parental capacity to improve the welfare of their children and improve children's resilience. Information and support provided through group work will help parents to make informed decisions for their families and impact positively on children being able to reach their potential. Parenting education workers will build positive relationships with parents and children and build mutual trust and respect.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states.

Children, young people and their families are safe, healthy and achieve their full potential

Everything you do will help achieve our five key outcomes:

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities/Responsibilities

1. Develop a strong understanding of the needs of children and families and deliver high quality evidence-based parenting programmes.
2. Provide triage to ensure the parenting programme is delivered at the right time related to relevant areas such as health & wellbeing, lifestyle, parenting, relationships.
3. Develop and deliver a range of programmes of activities which meet identified needs. Develop relationships with children and parents based on respect and trust, ensuring they have a safe place to explore their needs, learn and develop.
4. Conduct parenting workshops and educational sessions.
5. Assist parents in setting and achieving goals for their child's development by providing one-on-one coaching to parents on effective parenting techniques.
6. Establish boundaries and challenge inappropriate behaviour during group-based programme delivery by building positive, trusting, and respectful relationships with children and parents, creating a safe and supportive environment where individuals feel confident to explore their needs, learn, and grow.
7. Resource and building duties, which will include opening buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use including community venues through our VCFSE.
8. Develop and distribute educational materials on child development and parenting strategies.
9. Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments.
10. Undertake administrative tasks which assist with maintaining effective recording systems for group work.
11. Collaborate with schools, healthcare providers, and community organisations to support family education.
12. Respect confidentiality and be able when necessary to explain to parents/carers when there is need to share information with others to protect children.
13. Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.
14. Identify opportunities for improving day-to-day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement

of services.

15. Stay updated on the latest research and best practices in parenting education.
16. Work in full accordance with service policies, procedures, and recognised standards of group work, ensuring safe, ethical, and high-quality delivery at all times.
17. Engage proactively in the County Council's Performance Engagement process, taking responsibility for monitoring personal performance and implementing actions that support ongoing professional growth.
18. Actively champion and promote the values, behaviours, and corporate aims of the Council, contributing to a positive, collaborative, and community-focused organisational culture.

Other Requirements

- The postholder will be expected to work flexibly over evenings and weekends to meet the needs of families and service delivery in line with local provision.
- The key tasks and responsibilities outlined above provide an overview of the expectations of the role. This is not an exhaustive list, and the post-holder may be required to undertake other reasonable duties in line with service needs.

Other

- **Equal Opportunities**

We are committed to fostering an inclusive workplace where diversity is welcomed, valued, and celebrated. We actively encourage applications from people of all backgrounds and experiences, recognising that a diverse workforce strengthens our ability to deliver high quality services to our communities. We are dedicated to ensuring equality of opportunity in both our employment practices and the way we deliver services. All employees are expected to understand, uphold, and champion this commitment in their daily work, helping to create an environment where everyone feels respected, supported, and able to thrive. We welcome and actively encourage applicants from a diverse range of backgrounds, especially those with protected characteristics.

- **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 2 qualification or equivalent (or willing to work towards * achieving this within a reasonable timeframe) or substantial experience in a relevant technical, specialised or operational field *NB: Where this qualification is not already secured by applicants – they will be expected to complete this within a reasonable period of taking up employment. <i>The Level 2 qualification will be offered through an apprenticeship route within the Council.</i>	E	A
Experience:		
Experience of working with children and adults individually or in groups and in a variety of settings which demonstrate the ability to quickly engage them, establish rapport and maintain positive relationships	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families	E	A, I
Knowledge and Skills		
Well-developed interpersonal skills, with the ability to establish and maintain good relationships with service users	E	A, I
Knowledge of the needs of children and parents and the contemporary issues that affect their lives.	E	A, I
Patience, tolerance, flexibility	E	A, I
Group work facilitation skills and a good understanding of group dynamics and how to navigate challenging conversations	E	A, I

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The ability to treat service user concerns with respect, tact and sensitivity, while being aware of the limits that are required by confidentiality and the boundaries that govern the service user/worker relationship	E	A, I
Working knowledge and understanding of the work practices, processes and procedures relevant to working with children and parents	D	A, I
Good written and verbal communication skills	E	A, I
Ability to work as member of a team.	E	A, I
Ability to work flexibly in order to respond to the access needs of children and families, including the evening, or at the weekend and during school holiday periods.	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. Ability to or willingness to train to drive the mobile information vehicles	D	A