

JOB DESCRIPTION

Job title:	Parent/Carer Mentor		
Directorate:	People	Salary:	FTE £36,363 - £40,777 plus LWA £729 (Pro rata for 22 hrs £21,621 - £24,246 plus LWA £433)
Section:	Youth Justice and Community Safety Service Early Help and Communities Department	Grade:	BG-G SCP 25 - 30
Location:	Community/office/home	Work style:	Hybrid

Note: This role is for a period of 9 months only to 31 March 2026. It is part-time up to 22 hours per week (Monday to Friday) and will need to fit around the availability of parents. Mileage will be paid per km.

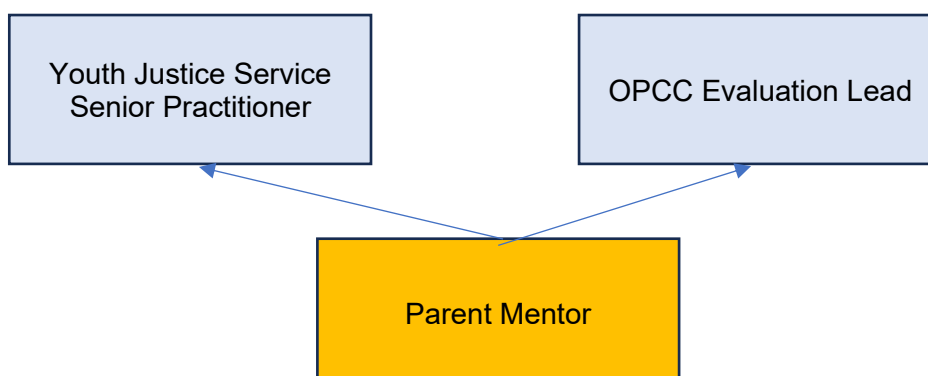
Key objectives of the role

To manage and provide enhanced and agile support to a caseload of up to 15 (sets of/ single parents/carers of children that are under police investigation of at least 2 crimes over the last 12 months or who have been referred into the programme through a discretionary pathway.

This is one component of a 9-month evaluation programme which aims to divert offending of children aged between 10 and 15, specifically serious violence.

This role will work together with a child Focussed Diversion Navigator role as well as a multi-agency prevention partnership panel which will compile packages of support for the children and parents/carers.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- **Provide regular, tailored one-to-one support to parents/carers** – dedicating at least one hour over every two-week period to build trust, offer mentoring, and respond sensitively to complex needs.
- **Invest time in building strong, trusting relationships** – recognising that many parents/carers may have experienced trauma or inconsistent support in the past and need time, patience, and empathy to feel safe and respected.
- **Take a compassionate, person-centred approach to mentoring** – working alongside parents/carers to help them feel empowered and better equipped to support their child, at a pace that respects their circumstances.
- **Proactively connect parents/carers with appropriate support** – including practical help and emotional support based on their expressed needs, interests, and challenges. This may include supporting them with referrals, navigating complex systems, or advocating on their behalf.
- **Use the Focused Diversion Toolkit** – to help manage and tailor your support to each individual parent/carer, ensuring their progress and needs are carefully monitored and addressed throughout the mentoring process.
- **Share regular updates with the Thames Valley Violence Prevention Partnership** – using the toolkit to report to a high-standard on engagement and progress in a timely and accurate way, while keeping the parent/carer's dignity and privacy in mind.
- **Administer the Parents Questionnaire** – when the mentoring ends, ensuring that the questionnaire is approached in a respectful, trauma-informed manner that values the parent/carer's voice and experience.
- **Maintain exemplary records** – capturing both practical information and the emotional journey of the parent/carer to ensure continuity of care and responsiveness to changing needs.
- **Actively participate in multi-agency Focussed Diversion Prevention Panels** – contributing insight into the needs of parents/carers and collaborating with others to create holistic plans that support the family unit and reduce risk for the child.

Scope of role

No line management responsibilities or budgetary responsibilities.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

The post holder is responsible for following and maintaining all policies and procedures relevant to the service and wider council.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Significant experience of working in a social work/health/education/early help/youth justice/psychology setting</p> <p>Excellent literacy and numeracy skills (GCSE A-C 9-4 grade or equivalent)</p>	<p>A counselling qualification</p> <p>Motivational interviewing training and experience</p> <p>Evidence of continuous professional development</p> <p>Willingness to engage in ongoing training, development and supervision</p>
Competence Summary (knowledge, abilities, skills, experience)	<p>Substantial, direct and demonstrable experience of working with families with a range of complex needs including mental health, substance misuse, domestic abuse and trauma</p> <p>Excellent knowledge of risk factors associated with offending</p> <p>Advanced experience and skill at building positive and collaborative working relationships with adults, partners, stakeholders and a range of organisations working with families</p> <p>Ability to develop and fully utilise community links and networks</p> <p>Understanding and commitment to a whole family approach</p> <p>Able to demonstrate a full understanding of information-sharing and the relevant guidance/legislation governing it</p> <p>Knowledge and understanding of, and</p>	

	<p>commitment to, the requirements of safeguarding children, young people and vulnerable adults and promoting their welfare</p> <p>Exemplary verbal and written communication skills and the ability to positively influence in a compassionate way</p> <p>Excellent IT skills, particularly MS Excel</p> <p>Ability to work under pressure and meet deadlines, prioritise and plan own workload in the context of conflicting priorities and work on own initiative</p>
Work-related personal requirements	<p>Proactive and self-motivated</p> <p>Able to demonstrate an empathetic, tolerant, patient and solution-focused approach</p> <p>Able to recognise and manage conflicting pressures</p> <p>The post holder must hold a full UK driving licence (or valid equivalent)</p>
Other Work Requirements	<p>Satisfactory Enhanced Disclosure and Barring Service check</p> <p>A car owner and driver</p> <p>Flexibility about patterns of working hours which may include evenings to meet parental/carer availability</p> <p>This role has been identified as public-facing in accordance with Part 7 of the Immigration Act 2016. Therefore, the requirement to fulfil all spoken aspects of the role with confidence in English applies.</p>

This post is exempt from the Rehabilitation of Offenders Act 1974.

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2024

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CHARTER