



## Community Outreach Coordinator Job Application Pack

- Salary:** £22,129 pro rata
- Job Type:** Temporary, part-time (20-24 hours per week). Possibility of extension dependent upon funding.
- Location:** Home-based with occasional office time and travel
- Benefits:** 20 days leave (plus bank holidays)  
Pension scheme  
Flexible working where appropriate  
Travel mileage  
Laptop and mobile phone provision (if appropriate)  
Support and supervision to excel in your role

**Application deadline:** Wednesday 11th May 2022 at 5pm

**The Parent Rooms is an anti-racist organisation committed to advancing anti-racism and inclusion. We particularly welcome applications from Black, Asian, and Minority Ethnic people, we are under-represented in our organisation. We also particularly welcome applications from older, and male applicants as we are also under-represented in this area. We are an equal opportunities employer.**

### ABOUT THE PARENT ROOMS

The Parent Rooms is a mental health charity that supports parents living in Northern Ireland. Our mission is to provide **a circle of support around parents** and their families as they emerge beyond personal struggles to lead full and healthy lives. We do this through **peer support, counselling, wellness education, and awareness-raising**.

Our vision is to have **a regional circle of support** that every parent across Northern Ireland can access to **improve their mental and emotional wellbeing**.

Over the past two years, we have worked towards this vision by **training peer support volunteers** who are currently **delivering support services** in several locations across the country. We have **developed partnerships** with other third sector organisations and health services to **ensure parents can access support** when needed.

### OUR VALUES

These values are an important part of what it means to work at The Parent Rooms. **They're for us as staff, but also for our partners, parents, and volunteers;** we expect everyone to act in accordance with them.

We strive to live by them in everything we do and to use them as guides for decision-making. It's not just about what we do, **but how we do it.**

**COMPASSION:** We are empathic, respectful, and optimistic. We start with our parents' needs and meet them where they are. We put people at the centre of everything we do and we support people's choices and decisions.

**INNOVATION:** We embrace innovation and are always looking for ways to improve how we deliver our services, with the needs of the parents influencing this. We challenge ourselves to be open to new ideas. We stay aware of new and evidence-based ways of working. We think outside the box!

**RESPECT:** We value every person and treat them with dignity. We promote diversity and inclusion, and challenge inequality. We challenge bullying and inappropriate behaviour. We respect the environment and promote sustainability. We value everyone's input and ideas.

**COLLABORATION:** We work together to advance the purposes of The Parent Rooms. We work respectfully and constructively with partner organisations. We look for ways to partner with others for mutual benefit. We are open to collaboration with others.

**LEADERSHIP:** We build on our unique skills, experience, and expertise, including our lived experience. We contribute to research and campaigning where appropriate. We lead the conversation around mental health in our communities and beyond. We build a top-class service that others can aspire to.

**EXCELLENCE:** We deliver outstanding services to parents, volunteers, donors, partners, and stakeholders. We promote excellent parent and volunteer experiences. We always seek to improve our performance. We act with integrity and behave responsibly. We demonstrate accountability in all we do.

The Parent Rooms is at a moment of opportunity to make an even bigger difference in the future, and **we're looking for a new colleague who can help us achieve that mission of creating a circle of support around parents throughout Northern Ireland.**

## **ABOUT THIS ROLE**

The Parent Rooms is a relatively new organisation that has been making a real impact for parents in communities all across the country. Despite only launching our peer support services during the pandemic, we have provided support and wellbeing programs to over 1000 parents, and demand for our service continues to grow. **We're excited to now be looking for a new Community Outreach Coordinator to join our dynamic team.**

We want to develop our outreach activities to identify more parents in the community who are at risk of developing issues around mental health and wellbeing, and inspires and invite them to engage with us.

In this role, you will work closely with our dedicated team to **develop, deepen, and expand our outreach, and the management of our team of volunteers.** You will meet lots of parents, helping to connect them to each and our support services, tackling isolation and loneliness, and ensuring our safeguarding, records, and storytelling procedures are upheld to the highest standards.

All of that requires a broad skill set, with particular emphasis on **organisation and communication**, and characteristics including **confidence, warmth, determination, and resilience.**

You will be at the heart of the charity, encouraging parents and community members to become part of The Parent Rooms.

**You'll lead our induction and onboarding processes**, to enthuse, motivate, and mobilise our volunteers. **You will also be in communication with our community partners**, including NHS services, charities, and community groups.

You will confidently and clearly articulate The Parent Rooms' vision, mission, aims, and objectives so that all participants and stakeholders understand the unique role we play.

We therefore need someone who **understands and is motivated by the demographics and social challenges of parents in Northern Ireland** - someone who is passionate about people and can clearly promote our vision for creating a circle of support in order to tackle isolation and loneliness, and to promote good mental and emotional wellbeing.

As well as working with our supportive team, you will be trusted to work dynamically and independently across this exciting young charity, with a growing profile and backing from major stakeholders. You will also have access to development opportunities, professional support, and networks to play a lasting, transformative role in the progression of The Parent Rooms vision.

Therefore we are looking for someone with a proven track record in building and supporting relationships with partners and individuals, with all the complications those relationships inevitably have. We need a confident communicator, who is just as comfortable picking up the phone to introduce yourself to a new partners, as you are writing an email to a parent engaged in our services.

You'll also work well into a fast-paced environment, where teamwork is essential but where individual skills and distributed leadership are also required.

## **KEY RESPONSIBILITIES**

### ***General Duties:***

- Assist with the promotion of The Parent Rooms services throughout Northern Ireland and in particular those groups at present under-represented in accessing services
- Assist in establishing links with the community and voluntary sector as well as appropriate statutory organisations
- Assist with the promotion of The Parent Rooms services to GPs, GP Federations, Multi-Disciplinary Teams in Primary Care.
- Assist with delivering presentations to Community Mental Health Teams, Home Treatment Teams etc.
- Promote and encourage collaborative partnerships where appropriate
- Assist with developing, implementing and delivering new services
- Assist with the promotion of volunteering opportunities in The Parent Rooms
- Assist with the delivery of other Parent Rooms activities where appropriate and required
- Assist with the organisation of meetings, supervision, volunteer training and other events as appropriate
- Assist with developing new ways to widen the reach of our services

### ***Peer Support***

- Assist with the development of our network of peer supporters and other peer support services throughout Northern Ireland in order to reach a wide range of service users
- Facilitate support group meetings as and when necessary which will include face-to-face and online groups using Zoom

### ***Information Services***

- Promote, attend and coordinate the representation of The Parent Rooms at community information events, information talks, conference, health fairs, businesses etc.
- Assist with promoting all services offered by The Parent Rooms in line with our strategic objectives
- Assist with the distribution of publications and information materials to The Parent Rooms volunteers working locally in designated areas and to other agencies

### ***Volunteer Management***

- **Communicating regularly with our volunteers** to ensure their needs are being met, and to assist them where needed;
- **Overseeing the volunteer sign up process**, leading regular training and inductions for new volunteers;
- **Lead in the implementation** of the Investing in Volunteers standard;
- Deliver our OCN Level 3 Peer Support Worker training to new volunteers

### **OBJECTIVES OF THE ROLE ARE TO:**

1. To design, deliver, and grow the Volunteer and Outreach program within The Parent Rooms. This includes:
  - **Leading, planning, and delivering The Parent Rooms' proactive outreach in the community**, facilitating and supporting new and existing parents to be involved in our core activities;
  - Leading on outreach-specific **monitoring and evaluation**;
  - **Following our safeguarding policy** at all times;
  - **Keeping records accurate and up-to-date**, and using that data to regularly analyse progress, making adaptations to programs accordingly
2. Build and maintain effective community partnerships. This includes:
  - **Working with partners across the public, private, and community sectors**, communicating within our internal team, and delivering outcomes for volunteers, parents, and The Parent Rooms as a whole;
  - **Keeping up to date** on local organisations, community groups, charities and other potential partners in the community - including health professionals, housing associations, and community stakeholders;

- **Presenting on The Parent Rooms purpose and core activities** to existing and potential partners in the community - including health professionals, housing associations, and community stakeholders;

3. Build awareness of, and interest in, The Parent Rooms. This includes:

- Working with the team to **proactively build a pipeline of volunteer applications** into The Parent Rooms

## ESSENTIAL SKILLS, EXPERIENCE, AND PERSONAL QUALITIES

- You have a proven track record in **building and maintaining relationships** with diverse groups in the community, including community partners and individuals;
- You are **approachable, resilient, and discreet**, with the ability to **build trusting relationships** while **maintaining firm boundaries**;
- You're an **authentic, high-quality communicator and storyteller, both written and verbal**, who is confident in blog writing, social media, and presenting;
- You are a competent and organised **multi-talker, team player**, and determined **problem solver**;
- **You are adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation, and can work confidently both **within a team and independently**;
- You are **committed to being part of a the creation of an inclusive and anti-discriminatory program** that tackles loneliness, mental and emotional wellbeing, and isolation.
- You have **experience facilitating learning** and **delivering training** programs to adults

## DESIRABLE SKILLS AND EXPERIENCE

- Experience in **safeguarding** and working with partners in the health and social care sector;
- Experience using **SalesForce**;
- Good grasp of office applications (specifically Mac-based office applications)
- Lived experience of parental mental health issues desirable but not required
- OCN Level 3 Peer Support Worker qualification or a willingness to work towards this

## OTHER REQUIREMENTS

- You have the flexibility to work some evenings and weekend days in order to deliver your work with time off provided in lieu;
- You are able to obtain a satisfactory Access NI check;
- You can provide the details of two references from paid or unpaid work. Referees will only be contacted after a successful interview;
- You have the right to work in the UK.
- Experience leading peer support services

- Experience in developing peer support outreach programs including collaborative relationships with other organisations
- Experience working with parents with mental health concerns

## HOW TO APPLY

In order to make our recruitment processes more equitable, we are operating a task-based application process. Therefore, **we are not accepting CVs for this job vacancy.**

To apply for this role, please read the job application pack and the below task descriptions carefully. You can then upload your three completed tasks via our online application form by **5pm on Wednesday 11th May 2022.**

**We advise having your three completed task files ready to upload before starting the form.**

**Successful applicants will be asked to attend an interview on Friday 13th May 2022.**

## APPLICATION TASKS

***Please note that the interview panel are the only members of staff who will see your task work. We value intellectual property and will not use any of your ideas or suggestions without your consent.***

<b>TASK ONE: Introduce yourself</b>
Please send us an audio recording of you introducing yourself and why you are interested in this role
<b>Why we're asking for this:</b> In this role, you will be introducing yourself to lots of parents, volunteers, and community partners. This task helps us to learn a little more about you and how you introduce yourself without the pressure of an interview setting. It also helps us to make sure we pronounce your name correctly and use the right pronouns, so please include those if you wish.
<b>Tip:</b> Try to relax, and imagine you are having a conversation on the phone. We're not looking for a perfect recording, but we are hoping to get a sense of who you are and why you'd like to work at The Parent Rooms.
<b>Requirements:</b> Audio file, no longer than three minutes. Please save your file: [YOURNAME] Task 1

<b>TASK TWO: Your skills, experience, and personal qualities</b>
Please tell us how you meet the <b>essential and (if applicable) desirable skills, experience and personal qualities</b> listed above in this job application pack. List each bullet point, and give an example of how you meet the criteria. This could be through paid or unpaid work, volunteering experience, or training.
<b>Why we're asking for this:</b> As we're not asking for cover letters or CVs, we'd like to offer you the chance to tell us about knowledge, skills, or experience you have (whether paid or voluntary) that would make this the right job for you.
<b>Tip:</b> We look for transferrable skills as well as experience. You may not have had a similar role in the past, but you may have performed similar tasks or have been able to demonstrate the criteria in a different way.
<b>Requirements:</b> Word document, Google doc, or PDF. Maximum of two pages. Please name your file [YOURNAME] Task 2

### **TASK THREE: Strategy**

For this task we'd like you to create a short work plan that lists what you would plan to do during the first three months in this role. You can present your work plan in any format you like, for example, you might use a timeline, a presentation, or simple bullet points. You don't need to go into great detail, just show us what steps you think you would need to take and when.

**Why we're asking for this:** This role requires a lot of independent working to help introduce The Parent Rooms as many people in the community as possible. Therefore, we are looking for someone who is proactive and strategic in their approach. If you are offered the job, you will also be able to put this work plan into action, with support from your line manager, giving you a strong start into a new role.

**Tip:** Don't get too caught up in the detail. A brief outline is perfectly fine.

**Requirements:** Word document, Google doc, or PDF. Maximum of one page. Please name your file [YOURNAME] Task 3

Please upload your prepared files via our online application form by 5pm on Wednesday 11th May 2022. If you have any problems sending your application, have any accessibility needs, or would like to have an informal chat about this role, please contact Michelle Bradley at [michelle@theparentrooms.co.uk](mailto:michelle@theparentrooms.co.uk) or call 02895 38 04 04.

**We're looking forward to receiving your application, good luck!**