



**MINISTRY OF EDUCATION
NATIONAL PARENTING SUPPORT COMMISSION
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Parent Support Manager (x6)
JOB GRADE:	(to be determined)
POST NUMBER:	
AGENCY:	National Parenting Support Commission(NPSC)
SECTION:	Parenting Support Coordination and Behaviour Change
REPORTS TO:	Director, Parenting Support Coordination and Behaviour Change
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Strategic Objectives of NPSC

Job Purpose

Under the direction of the Director, Parenting Support Coordination and Behaviour Change, the Parent Support Manager is responsible for the day-to-day management, supervision and coordination of the parent education and support services; community and schools partnership programmes

Key Outputs:

- Parent Places identified/established/monitored
- Implementation of parent support projects tracked/evaluated/documented
- Parent Education and support programmes developed/implemented/monitored/evaluated
- Programme administrative activities managed
- Research and training needs analysis conducted
- Quality standards developed/implemented/maintained
- Curriculum/content designed/developed/implemented/reviewed
- Partnerships fostered/maintained
- Meetings/conferences/retreats facilitated/coordinated
- Record-keeping and administrative systems established/maintained
- Monthly/annual reports prepared/submitted
- Annual Work plan prepared

Key Responsibility Areas:

Technical / Professional Responsibilities

- Identifies, selects and establishes Parent Places to serve as hubs for community care groups in the dissemination of information, training and educational activities based on NPSC established criteria;
- Ensures Parent Places are appropriately situated and equipped to facilitate easy access;
- Accesses and reviews data from the National Education Inspectorate for guidance for the selection of schools in which parenting programmes will be implemented;
- Collaborates with school administrators for the *implementation of parenting programmes in schools;
- Conducts school visits for the establishment and monitoring of parenting programmes;

- Collaborates with the PTA for the training and education of the cohorts of parents;
- Provides materials and made available reflecting the various facets of programme support;
- Monitors Parent Support Projects implementation, including tracking, evaluating and documenting the process to completion;
- Coordinates administrative activities and provides day-to-day oversight of the operations of the programme;
- Monitors and evaluates on an ongoing basis, the parent support programmes, including site visits, to ensure the efficiency and effectiveness of service delivery methods and procedures and recommend adjustments as deemed necessary;
- Liaises with relevant agencies/disciplines to promote an integrated, holistic approach to service delivery and ensures that there is a wide resource pool to support the programme;
- Collaborates with the CEO in the design, development, implementation and regular reviews of the National Parent Education Curriculum;
- Provides input on areas for research and training needs analyses as a basis for curriculum development, enhancement of programmes and ensuring best practices;
- Manages the quality assurance process for the national parenting support programme to ensure the achievement of objectives and standards in accordance with policies, procedures and best practices.
- Supports the work of community care groups and facilitators in promoting community member's participation in NPSC's parent education and support programmes, including identifying and training volunteers and parents while responding to requests for information and resources;
- Develops and maintains effective partnerships with community care groups and other stakeholders to facilitate the efficient and effective delivery of services and a determination of parenting needs;
- Ensures that parents and members of partnership groups have opportunities to participate in joint initiatives aimed at increased co-operation and capacity building;
- Creates systems and procedures to capture, analyse and act upon feedback from external stakeholders as important inputs in programme management,
- Liaises with the CEO and the Public Relations and Communication Director in the development and implementation of communications and public relations programmes;

Management/Administrative Responsibilities

- Develops and maintains a list of service providers to meet the need for parent educators and the provision of professional support in solving parenting problems;

- Maintains confidentiality regarding privileged administrative and client information in accordance with established policies, procedures and guidelines;
- Participates in the development of the Division's budget including requirements for parent support services;
- Develops, implements and maintains record-keeping systems in accordance with established policies and regulatory guidelines to facilitate the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail;
- Ensures the timely preparation and submission of annual work plan, monthly and annual reports on areas of responsibility;
- Maintains personal and professional development to meet the changing demands of the job by participating in appropriate training activities, membership in professional bodies and self-study;
- Convenes periodic meetings, conferences and/or retreats to facilitate programme coordination, decision-making and professional development.

Performance Standards:

- Parent Places are identified, selected and established in accordance with NPSC established criteria;
- Parent Places are appropriately situated and equipped to facilitate easy access by parents and the availability of a range of materials to support programme activities;
- Parenting Project implementation is tracked and evaluated and timely adjustments made as required;
- The parenting education and support programme is monitored and evaluated on an ongoing basis and adjustments made and/or recommended as appropriate;
- An integrated, holistic approach to service delivery involving relevant agencies/disciplines is encouraged and fostered;
- Quality assurance process is managed to assure the meeting of objectives and standards in accordance with policies, procedures and best practices;
- Effective support is provided to community care groups and facilitators in promoting community member's participation in NPSC's parent education and support programmes.
- Partnerships with community care groups and other stakeholders are fostered and maintained to facilitate the efficient and effective delivery of services and a determination of parenting needs;
- Periodic meetings, conferences and/or retreats are convened as appropriate to facilitate programme coordination, decision-making and professional development;

- Record-keeping and administrative systems are established that facilitates the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail;
- Periodic, special reports and annual work plan are prepared and submitted in a timely manner.

Internal and External Contacts (specify purpose of significant contacts):

Contacts Internal to the organisation:

Contact (Title)	Purpose of Communication
Communication & Public Relations Division	Re communications and public relations support for Parenting Programmes
Director, Corporate Services; Accounting Technician	Re procurement of goods and services

Contacts external to the organisation required for the achievement of the position objectives:

Contact (Title)	Purpose of Communication
Ministry of Education	Consultation/giving/receiving information
Local sponsors	Funding support/arrangements
Special Projects team	Re development and implementation of parenting relating projects
Consultants: counsellors; parent educators, etc.	Re the provision of parent education and support related services
NGO's; Community Care Groups; Other Stakeholders	Re identifying & establishing Parent Places; and delivery of parent education and support services
Government Ministries/Agencies	Re coordination of inputs to programme

Required Competencies:

Core

- Excellent interpersonal and people management skills
- Strong organizational and administrative skills
- Enthusiastic and creative self-starter with a desire to contribute to community development
- Positive attitude and spirit
- Well-developed problem solving and decision-making skills
- Works well independently and as a team leader
- Ability to promote a cooperative and cohesive environment
- Strong verbal (oral) communication skills and at ease talking with people from all backgrounds

- Ability to manage multiple projects/tasks
- Ability to cope in stressful situations and meet deadlines

Technical

- In-depth knowledge of National Parenting Support Commission Act, 2012;; Jamaica Child Care and Protection Act 2004; and the National Parenting Policy
- Excellent research and analytical skills
- Knowledge of quality assurance standards and procedures.
- Working knowledge of project management principles, procedures and methodologies
- Well-developed communication and negotiation skills
- Demonstrated skill in developing effective and innovative support options
- Knowledge of parenting and child development principles and practices
- Proficiency in the use of MS Office software and other relevant computer applications

Minimum Required Education and Experience

- Bachelors' Degree in social work, public administration, psychology, counselling, or related field
- Five (5) years working experience in a related operational environment
- Three (3) years increasingly responsible experience in the supervision or management of programmes
- Demonstrable experience in delivering individual or group based support

Authority to:

- Recommend Parenting Support Education policy initiatives
- Conduct interviews, select and recruit contract staff
- Identify, select and establish Parent Places
- Monitor and evaluate programmes and recommend adjustments as appropriate
- Convene meetings, conferences, and workshops

Specific Conditions associated with the job:

- Normal office environment
- Required to travel extensively , consistent with the management of a national programme

- Required to attend meetings and events outside of normal working hours
- Required to possess a valid Driver's Licence and a reliable motor vehicle.

Validation of Job Description

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