

**CAYMAN ISLANDS GOVERNMENT**

**THE DEPARTMENT OF COUNSELLING SERVICES**

**JOB DESCRIPTION**

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**Job Title:** Parenting Practitioner I-FRC

**Department:**  Counselling Services

**Job Holder:**

**Reports to:** Clinical Supervisor-FRC

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| **Ministry:** Ministry of Health and Wellness | | |
| 1. **JOB PURPOSE** | | |
| The post holder will be responsible for the development and delivery of parenting services, clinical family programmes and parenting workshops utilizing a strength- based and trauma informed approach. Under the supervision of the FRC Programme Supervisor, the Parenting Practitioner I will assess the needs of families and individuals in order to develop appropriate treatment plans that address needs identified either through self-referral or referral from community partners. The post holder will also develop and deliver large-scale public awareness campaigns and utilize various media platforms throughout the year to promote positive family values. | | |
| 1. **DIMENSIONS**  * The Parenting Practitioner I is one of five staff members occupying this role. The scope of work inherent in the post is diverse and ranges from individualised assessment and clinical services, to group presentations and workshops through to large scale public awareness campaigns. * The Post holder will be responsible for a case load of approximately 25-40 clients at any given time with a strong focus on parenting services geared towards vulnerable families and individuals; Individual Parenting services (IPS) will follow a non-adversarial, structured, proactive and collaborative process that directly addresses the conditions that resulted in client’s referral. * Post-holder will need to address a range of Family issues that include and are not limited to child abuse, single parenting, high conflict parenting, mental health, family violence and abusive parenting attitudes and practices. * The post holder will lead the delivery of 3-5 evidence-based family programmes each year; Long- term parenting programmes and workshops will vary in length from 8 – 12 weeks. * The development and facilitation of 10-20 high quality evidence-based workshops and research-based presentations will be the responsibility of the post holder under the guidance of the Clinical Supervisor and Programme Coordinator. * Presentations and trainings will be delivered across different districts of Grand Cayman as well as in Cayman Brac to contribute to the prevention of larger systemic problems such as child abuse and neglect, domestic violence, crime, drug abuse in an effort to focus on early intervention and prevention of these issues. * The post holder will spearhead the development and delivery of 5-7 public awareness campaigns that address social issues affecting families and individuals in the Cayman Islands; these include Gender based violence and discrimination, Teen Pregnancy, Bullying, Mental Health and Addiction. Additionally, the post holder will participate in various media appearances throughout the year as well as formal engagements with FRC stakeholders. * families experiencing mild to chronic dysfunction due to challenges related to parenting, child development, family violence, at- risk youth or youth violence, individual growth and personal development. * The post holder will assist the Parenting Practitioner I in the delivery of 3-5 evidence-based family programmes each year; Long term parenting programmes and workshops will vary in length from 8 – 12 weeks. * The post holder in collaboration with the Parenting Practitioner I will be responsible for the facilitation of 10-20 high quality family presentations. * The post holder will provide support to the Parenting Practitioner I in the delivery of 5-7 public awareness campaigns that address social issues affecting families and individuals in the Cayman Islands; these include Gender based violence and discrimination, Teen Pregnancy, Bullying, Mental Health and Addiction. | | |
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| 1. **PRINCIPAL ACCOUNTABILITIES** | % Time | |
| **Administration**   * In the absence of Programme Coordinator and Clinical Supervisor, the post holder provides guidance and oversight to Parenting Practitioner II in the delivery of family programmes and individual parenting services. * Works with FRC team members to revise, update and maintain resources appropriate for training purposes. * Works with Programme Coordinator to develop and complete required reports (client and programming related reports). * Represents the department and/or the agency by engaging in meetings with public and private stakeholders to enhance the services offered to families accessing the FRC. * Other related duties as assigned by Supervisor.   **Assessment, treatment planning, and case management**   * Develops a trusting and empathic relationship with assigned parents to support them in developing positive parenting strategies and coping skills. * Actively leads the assessment and treatment planning process with clients, monitoring progress toward goals and modifying the treatment plan as indicated. * Provides case management services including initiating and/or participating in case conferences and treatment reviews specific to complex and vulnerable families requiring an intensive level of intervention with the objective of preventing re-incidence of child abuse and neglect. * Maintains agency documentation and records as required and in keeping with established standards. This may include clinical assessments, intervention plans, pre/post measures, progress notes, internal and external reports, as required by agency standards.   **Clinical Services**   * Provide individualised strength-based and evidence-based parenting services to vulnerable families referred by partner agencies who are considered to be at risk in order to ensure families and children who have been assessed are provided with intense and comprehensive family intervention to resolve identified concerns and to strengthen and support family functioning. * Delivers evidence-based family groups tailored to families with children who are experiencing serious behavioural problems at home, school or in the community; Groups focus on strengthening family relationships, enhancing parent’s knowledge on behaviour management strategies and enhancing children’s skills with the goal of preventing future anti-social behaviour and reducing the chances of conflict with family, peers and authority figures. * Effectively manages clients who present in crisis by utilizing crisis management skills or crisis counselling strategies and interventions to safely manage clients; * Engages in assessment, management and implementation of safety plans to address clinical risks when identified.   **Programme Development**   * In conjunction with the Programme Coordinator and Supervisor, the post holder is responsible for the development of parenting programmes and skill building workshops to address the needs of individuals and groups as identified through emerging social/cultural trends, and internal and external referrals from stakeholders. * Designs programmes which are directly aligned with the mission and vision of the organisation and informed by research and, evidence-based practices. * Works in collaboration with Programme Coordinator to develop and lead training programmes for external stakeholders that include government schools, youth-based organizations, faith-based organizations and other community agencies and groups with the goal of enhancing participants’ skills, knowledge and understanding in relation to issues such as family violence, behavioural intervention/ management programmes and other parenting focused training programmes.   **Programme Delivery**   * Leads the planning and delivery of high quality and evidence- based psycho educational parenting programmes that assist in positively changing parenting behaviours and practices to reduce the incidence of child abuse and neglect. * Effectively instructs and assists parents in developing parenting strategies individually and in a group setting through engaging activities, including discussions, modelling and role playing with the goal of demonstrating appropriate parent-child interactions and effective behaviour management strategies. * Leads process groups targeted to families in conflict and/ or families experiencing mild to chronic dysfunction; Uses mediation skills to ensure healthy group dynamics. * Creates a positive and healthy group experience, whereby clients feel safe and supported and can experience new learning opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.   **Public Education**   * Leads in the delivery and development of public awareness campaigns throughout the year. * Provides public education through various media formats on a variety of topics in an attempt to heighten public awareness and encourage social action. * Participates in 10-20 media engagements to raise awareness and promote relevant public awareness campaigns and other FRC related initiatives. | 10%    15%    20%  15%  25%  15% | |
| 1. **ORGANISATION CHART** | | |
| 1. **BACKGROUND INFORMATION** | | |
| The Department of Counselling Services is the agency within the Cayman Islands Government that provides high quality, cost-effective treatment services in the Cayman Islands. The over-arching concept of departmental operations is the continuum of care model which encompasses prevention, intervention and treatment. The Family Resource Centre (FRC) aims to strengthen the capacity of families to learn effective strategies to parent their children and in turn develop strong, healthy family relationships. The staff of the Family Resource Centre facilitates family and parenting skills programmes, delivers psycho-educational workshops and presentations, provides crisis intervention and advocacy to victims of family violence, and conducts public awareness campaigns to strengthen families and individuals and provide the foundation for a healthy society.  Services delivered by the Family Resource Centre (FRC) are fundamental to the wellbeing of our community and contribute to the prevention of larger systemic problems such as child abuse and neglect, domestic violence, crime, drug abuse, and the breakdown of familial and wider community systems. Populations served by FRC include: parents seeking family life education, community members building relationship skills and seeking empowerment, young persons who are pregnant and parenting, and professionals seeking knowledge about best practices and services for their clients. | | |
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| 1. **KNOWLEDGE, EXPERIENCE AND SKILLS** | | |
| The post holder should:   * The post holder should: * Possess a minimum of a Master’s degree in Social Work, Psychology or related discipline with at least 3-5 years’ experience in the Human Services field. A Bachelor’s degree in Social Work, Psychology or related discipline in addition to a relevant professional certification with a minimum 4 years’ experience in the human services field would be considered. * Have training and/or certifications in trauma informed modalities with a strength-based approach to families is essential. * Have prior experience working with parents and/or families experiencing crisis or relationship issues is required. * Have in-depth knowledge of children’s development, mental health, trauma and family violence. * Have clinical skills in assessment, crisis management and treatment planning with an ability to utilise flexible strategies for engaging with families, individuals and groups. * Demonstrate sound clinical judgment in managing high risk clients and identifies and considers ethical implications of complex, or controversial issues as per agency standards. * Possess significant experience conducting group counselling sessions as the post holder will be required to work independently and must be able to appropriately manage challenging situations in group settings. * Have strong facilitation skills and group management skills, including the ability to develop a clear, dynamic presentation that informs and motivates, as well as the ability to speak before an audience in an engaging manner. * Present a high level of professionalism, excellent interpersonal skills. * Have excellent written and oral communication skills. * Be willing to advocate stridently on their clients behalf, and demonstrate a strong commitment to seeing parents succeed. * Demonstrate proven ability to work with a multicultural and diverse client population served by the agency. * Be able to maintain professional boundaries and possess the ability to address sensitive information and situations in a calm, confidential and professional manner. * Have prior experience working as a dedicated and flexible team player with the ability to work in a respectful manner with colleagues from diverse backgrounds and experiences. * Be proficient in computer applications software including Windows and Microsoft Office (Outlook, Word, Excel, and Power Point) and client database systems. | | |
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| 1. **ASSIGNMENT AND PLANNING OF WORK** | | |
| While the Clinical Supervisor may allocate specific projects and programmes to be completed within given guidelines and timeframes, the post holder will be required to work independently to manage their assigned cases, and develop and deliver the content of the agencies programmes. This therefore requires the post-holder to be self-directed and to assume personal responsibility for their caseload and schedule.  However, the requirement to regularly contribute as a part of a team is embedded in this role; this may be manifested in the need to co-facilitate group programmes, or by working together with colleagues to execute large Public Awareness Campaigns. | | |
| 1. **SUPERVISION OF OTHERS** | | |
| The post-holder will not have supervisory responsibility for staff. However, there may be a requirement from time to time to oversee the work of staff who occupy either the Parenting Practitioner II role, administrative staff and/or any volunteers who assist with specific projects or aspects of programme delivery. | | |
| 1. **OTHER WORKING RELATIONSHIPS** | | |
| In addition to working closely with other members of the Family Resource Centre team, the post holder will make referrals to and receive referrals from other professional staff within the Department of Counselling Services. Similarly, the post-holder shall liaise on a regular basis with the Community Development Officers and Social Workers in various districts in order to ensure that programmes are developed to respond to the needs of various groups identified through their work in the communities. The post holder will also need to advocate on behalf of clients with other partner agencies such as the Department of Children and Family Services, the Cayman Islands Crisis Centre, the Department of Community Rehabilitation, and the Courts to ensure a holistic approach to treatment planning. | | |
| 1. **DECISION MAKING AUTHORITY AND CONTROLS** | | |
| The post-holder reports to and works under guidelines provided by the Director, including the Department’s Clinical and Administrative Manual.  The post holder develops their annual work plan in conjunction with the Clinical Supervisor, and then assumes responsibility for managing their assigned cases. Given the complexity of the work, the post-holder is required to participate in regularly scheduled supervision sessions and seek ad-hoc consultation as required to effectively manage the demands of their post and ensure continued use of best practice in all aspects of their work. | | |
| 1. **PROBLEM/KEY FEATURES**   Accessing help can be the result of a stressful time in a person’s life and as a result they often present to the Family Resource Centre in crisis or under duress. This requires staff to exercise their duty of care with confidence, consistency, and professionalism.  Further this requires the post holder to recognise and safely respond to disruptive and threatening behaviour *before* a crisis incident occurs. In addition, if behaviour *does* escalate to violence, having the critical skills to maintain the safety of everyone involved is essential.  The position requires flexibility in working hours as workshops and group sessions will often be facilitated outside of standard working hours, including evenings and weekends. An ability to periodically work under pressure to produce results is required.  Additionally, there will be a requirement to travel within the communities of Grand Cayman and on occasion to Cayman Brac and Little Cayman to support the work of other agencies that have a presence there, and to include those communities in programming that may be relevant to their needs.  Professional integrity, confidentiality regarding information being handled, and sensitivity to the special needs of clients are requirements of the position.  The post holder must be cognisant of the fact while running groups, that the clients may have a variety of literacy levels and be able to adjust their delivery method as required to best suit their clients’ needs.  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | |
| |  | | --- | | **12. WORKING CONDITIONS** | | The post-holder will work a 37.5 hour week and is required to work between both the central office location and various locations throughout the community.    Regular office hours are 8.30am to 5.00pm, but considerable flexibility in work hours is required to meet the demands of the position. Where the demands of the post cannot be met through a flexible schedule, prior approval must be obtained from the Clinical Supervisor to accrue time off in-lieu for excess hours worked during a given week.  The post holder is expected to comply with the Ministry of Health and Wellness Policies and Procedures, the Code of Ethics of the Department of Counselling Services, and the workplace rules of the Family Resource Centre. | | | |
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**AGREED BY:**

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|  | **Agreed By:** | **Date:** |
| **Job Holder:** |  |  |
| **Manager:** |  |  |
| **HOD** |  |  |