



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Family Hub Connector: Parental Mental Health Service (PMHS)	Grade: SO1-2
Section: Early Help	Directorate: Children Services
Responsible to following manager: Project Manager	Responsible for following staff: N/A
Post Number/s: TBC	Last review date: Feb 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Parental Mental Health Service (PMHS) operates as part of Wandsworth Council's Early Help Division, providing targeted support to families where parental mental health challenges may impact children's well-being, development, and safety. The service focuses on early intervention and preventative measures, offering tier 1 mental health support to parents. This includes reflective information about mental health and well-being, stress management, self-care practices, and building resilience. Parents are



supported through one-to-one sessions, group work, and brief interventions, with referrals made to specialised services if additional help is required.

The service runs weekly sessions across Roehampton, Battersea, and Tooting, ensuring accessibility for families through both morning and afternoon sessions at local venues. The PMHS team is embedded within local play centres to create a relaxed, accessible environment for parents and children, fostering face-to-face contact while strengthening relationships. Family Hub Connectors play a vital role in delivering the service, providing parenting and emotional support, developmental assessments, and advocacy for families. Additionally, the team collaborates closely with community-based organisations to ensure families receive holistic and tailored support.

Specific Duties and Responsibilities

As a Family Hub Connector: Parental Mental Health Service (PMHS), you will work at the heart of the Early Help Division within Wandsworth Council to deliver support to families, with a focus on parental mental health needs. Working within the framework of Wandsworth Council's Family Hub Offer, you will lead and deliver a range of interventions, including targeted outreach, casework, and group-based programs. You will support parents and carers to develop their parenting capacity, improve mental health and well-being outcomes, and ensure children have the best possible start in life.

You will work collaboratively with multi-agency partners, including education, health, and social care, to identify and reduce barriers to accessing services. In addition, you will support families with children from conception to 19 years (or up to 25 years for those with special educational needs and disabilities), ensuring holistic, relationship-centered support is provided in line with Wandsworth Council's values.

Generic Duties and Responsibilities

Outreach and Casework Responsibilities

- Undertake child-focused assessments with parents to understand children's and families' needs, identify risks, and develop outcome-focused support plans.
- Deliver individual and group interventions to help parents improve their emotional, social, and physical well-being, with a particular focus on mental health and its impact on parenting.
- Provide 1:1 support to parents, offering practical advice, modelling positive behaviours, and empowering them to make sustainable changes.
- Support families through multi-agency meetings, acting as the Lead Professional where appropriate, and ensuring plans are reviewed regularly to avoid drift.
- Maintain accurate, confidential records in line with Wandsworth Council's standards, ensuring all safeguarding concerns are reported swiftly and appropriately.

- Conduct home visits, telephone consultations, and virtual meetings to deliver interventions and monitor progress, complying with risk assessments.

Play and Early Years Session Planning

- Plan and deliver learning-based play activities for children aged 0-5, informed by the Early Years Foundation Stage (EYFS) and Development Matters frameworks.
- Create safe, inclusive, and engaging environments for children to develop their emotional, social, and physical skills.
- Support parents to recognise and respond to their children’s developmental needs through play and learning activities.
- Observe, assess, and track children’s development, identifying emerging needs and implementing early intervention strategies where required.
- Ensure all play sessions are inclusive of cultural, religious, and additional needs, promoting equal opportunities for all children and families.

Support for Parental Mental Health

- Work with parents experiencing mental health challenges, helping them to build resilience, confidence, and coping strategies to manage their parenting responsibilities effectively.
- Provide information, advice, and signposting to relevant mental health, housing, financial, and employment services, supporting parents to access the help they need.
- Develop and deliver evidence-based parenting programmes, workshops, and group sessions to improve mental health outcomes and parenting capacity.
- Identify families at risk of social isolation or exclusion and work proactively to connect them with community and statutory services.

Multi-Agency Working

- Work collaboratively with professionals from education, health, social care, housing, and the voluntary sector to coordinate and deliver integrated support for families.
- Actively contribute to the Team Around the Family (TAF) approach, ensuring the voices of children and parents are central to decision-making.
- Promote the Family Hub model and connect families to universal and targeted services within the community.
- Support the delivery of the Best Start for Life offer, ensuring families benefit from the full range of opportunities and services available.

Monitoring and Evaluation

- Use designated tools to monitor and evaluate the impact of interventions, ensuring outcomes for children and families are recorded and analysed effectively.



- Input timely and accurate data into Wandsworth Council’s systems to track participation, assess needs, and identify gaps in service provision.
- Use evaluation findings to inform service delivery and improve outcomes for families accessing the Family Hub.

Safeguarding Responsibilities

- Ensure children and families are safeguarded in line with Wandsworth Council’s safeguarding policies, reporting concerns swiftly and appropriately.
- Maintain up-to-date knowledge of safeguarding legislation, policies, and best practices, ensuring interventions are delivered safely and ethically.

Teamwork and Organisational Responsibilities

- Work flexibly as part of a multi-agency team, ensuring services are inclusive and responsive to the diverse needs of families.
- Attend meetings, training, and supervision sessions as required, contributing to the continuous improvement of Wandsworth Council’s services.
- Promote Wandsworth Council’s values in all interactions, maintaining a positive, people-focused, and solution-oriented approach to service delivery.

Additional Key Responsibilities

- Manage a caseload and act as the Lead Professional for families where appropriate, chairing and co-ordinating the Team Around the Family (TAF) process to ensure plans are up-to-date and goals are reviewed regularly.
 - Provide good-quality information and advice/signposting in areas such as child development, managing behaviour, education, health, finance, housing, and employment.
 - Lead on the delivery of parenting programmes and evidence-based workshops, including evaluation and follow-up.
 - Facilitate and deliver a Family Hubs forum for parents to strengthen community connections and support networks.
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- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
 - To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
 - To adhere to security controls and requirements as mandated by Richmond & Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems



- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

N/A

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Richmond and Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of the impact of trauma, adverse childhood experiences, and poor attachment on children's development.	X		A/I
Strong knowledge of child development and the Early Years Foundation Stage (EYFS).	X		A/I
Experience	Essential	Desirable	Assessed
Understanding of the challenges faced by parents with poor mental health and the impact on parenting capacity.		X	A/I

Experience of planning and delivering play-based activities for children aged 0-5, informed by the EYFS framework.	X		A/I
Experience of working with parents experiencing mental health challenges, with the ability to deliver evidence-based interventions.		X	A/I/T
Experience of casework and delivering group-based interventions to families.	X		A/I/T
Skills	Essential	Desirable	Assessed
Excellent verbal, written, and IT skills to record work and communicate effectively with families and professionals.	X		A/I/T
Ability to engage and build relationships with families.	X		A/I/T
Commitment to equal opportunities, with an understanding of the impact of deprivation and discrimination on families.	X		A/I
Qualifications	Essential	Desirable	Assessed
Must have acquired or working towards minimum level 3 qualification in childcare and education or primary education, work with parents, health, or social work.	X		C

A – Application form / CV

I – Interview

T – Test

C - Certificate