

## Job Specification



**Role:** Family Support & Learning Mentor at SGA / Education Welfare Officer for Accomplish MAT

### Essential Criteria

#### **Qualifications & Training**

- Relevant qualification in education, childcare, social work, psychology, or a related field (or equivalent experience)
- Evidence of continued professional development relevant to pastoral care, safeguarding, or family support

#### **Experience**

- Proven experience working with primary-aged children
- Experience supporting children with social, emotional, and behavioural needs
- Experience working with children with SEND and/or anxiety-related needs
- Experience engaging and working effectively with families and carers
- Experience delivering targeted interventions to improve wellbeing, behaviour, or engagement
- Experience working within or alongside multi-agency services

#### **Skills & Knowledge**

- Strong understanding of safeguarding and child protection procedures
- Knowledge of attendance and engagement issues affecting pupils
- Ability to build positive, trusting relationships with children, families, and staff
- Ability to assess needs, plan interventions, and evaluate impact
- Strong communication and interpersonal skills, both written and verbal
- Ability to influence, support and challenge appropriately and professionally
- Good organisational skills and ability to manage competing priorities
- Ability to work independently and as part of a team

#### **Personal Attributes**

- Highly empathetic, caring, and child-centred approach
- Resilient, with the ability to manage challenging situations calmly
- Solution-focused with a proactive mindset
- Strong commitment to inclusion, equality, and diversity
- Passionate about mental health, wellbeing, and safeguarding

- Committed to the values of Care, Empower, and Celebrate Uniqueness
- High level of professional integrity and confidentiality
- Commitment to continuous professional development

## **Desirable Criteria**

### **Qualifications & Training**

- Specialist training in mental health, safeguarding, or pastoral leadership
- Relevant qualifications in Education Welfare or Attendance

### **Experience**

- Experience working as a Mental Health Lead or Safeguarding Lead
- Experience in an Education Welfare Officer or attendance-focused role
- Experience working across multiple schools or within a Multi-Academy Trust (MAT)
- Experience contributing to whole-school or strategic pastoral initiatives

### **Skills & Knowledge**

- In-depth knowledge of attendance legislation and statutory guidance
- Experience analysing attendance data and implementing improvement strategies
- Ability to contribute to strategic planning and whole-school improvement
- Experience delivering staff training or influencing staff practice

### **Personal Attributes**

- Aspiration to progress into pastoral or safeguarding leadership roles
- Ability to operate at both operational and strategic levels
- Strong commitment to system-wide impact and collaboration