



Job Title: Family Support Worker

Salary / grade range	SCP 7 – 17, £17,438 – £21,431
Location	Co-op Academy Grange
Reports to	Deputy Headteacher

Purpose of role:

To work with parents and their children in their homes, or school and in groups to increase the skills, confidence and abilities of all family members to live their daily lives in a positive and safe way.

Key accountabilities (and specific duties / responsibilities):

- Support, challenge, motivate and provide information to parents/carers to increase their capacity for parenting.
- Manage the delivery of the family support service in line with the school plan and budget.
- Work in partnership with external agencies to support attendance initiatives, campaigns, parental responsibility measures and school attendance.
- Advise on effective family support for school staff and families and disseminate good practice.
- Prepare reports for the senior leadership team and governing body; ensure maintenance of accurate and factual records.
- Manage caseloads and maintain casework documentation.
- To offer emotional and practical support to parents and their families, in their own homes and in the community.
- To offer a whole family/family centred approach to families with complex needs and those requiring early help.
- To build a trusting relationship with the parents and young people to help alleviate or break their social isolation and increase capacity.
- To build up knowledge and understanding of local resources and community and statutory services, including Mental Health Teams, Social Services, Health, CAMHS.
- To work alongside colleagues to assess the needs of the families referred for support and participate in the reviews and evaluation of the work.
- To work flexibly as required by the needs of the service and carry out any other reasonable duties as required.



Personal attributes required (based on job description):		
Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I) test (T)
Qualifications desirable <ul style="list-style-type: none"> • Minimum standard of NVQ3 in respect of working with children and their families or equivalent. • Good IT skills. 		A, I
Experience <ul style="list-style-type: none"> • 2 Years' experience of doing direct work with children, their families and carers in a statutory (e.g. education, health or social care) or voluntary agency which provides services to vulnerable children and their families. 		A, I
Skills, Ability, Knowledge <ul style="list-style-type: none"> • Ability to effectively communicate with children, their families and carers and their families. • Ability to maintain positive relationships with service users and other professionals. • Ability to effect change in difficult circumstances. • Ability to work as part of a team. • Ability to undertake assessments. • Ability to work effectively in conflict situations. • Ability to write accurate records and reports. • Ability to manage time effectively. • Ability to learn from experience and training, changing your own practice where relevant. • Ability to work within a complex legislative framework. • Ability to work creatively to resolve difficulties. 		A, I
Behavioural Attributes <ul style="list-style-type: none"> • Builds personal relationships with stakeholders, through regular contact and consultation. • Coaches and empowers team members to take responsibility for ensuring customer care. 		I



<ul style="list-style-type: none">• Understands the school's development plan and how it relates to team and individual objectives.• Accepts, supports and quickly implements change.• Identifies and promotes best practice and encourage the sharing of ideas.• Proactively seek opportunities to increase job knowledge and understanding.• Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members.• Works with others to resolve differences of opinion and resolve conflict.• Requires minimum supervision.• Takes responsibility for own and team actions.• Identifies and overcomes barriers and manage risks.• Take quick and effective action.• Demonstrates focused implementation of role and responsibilities.• Builds a strong team ethos where everyone feels valued.• Provides timely, sensitive and honest feedback on performance.• Is accountable for own development and encourages the ownership of development needs amongst team members.		
<p>Personal Qualities</p> <ul style="list-style-type: none">• Hardworking• Flexible• Committed to inclusive practice• Committed and demonstrates the Co-op Ways of Being.		I

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op; succeed together, be yourself always, do what matters most, show you care.