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| **Family Support Worker and Community Liaison Officer****Lake Farm Park Academy** |
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| **Job Description** |
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| **Reporting to** | Director of Inclusion and Principal |
| **Grade** | 5 |
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| **Job Purpose** |
| Under the direction of the Director of to provide highly effective behaviour and pastoral care to improve outcomes for pupils. To work in partnership with families, parents and carers with a focus on the prevention of barriers to learning through early intervention. To promote full participation in education and the life of the academy. To be involved in Early Help for families and safeguarding support. |
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| **Key Accountabilities** |
| The following list is not intended to be exhaustive but indicates the range of duties and the level of responsibility involved.Main Duties and Responsibilities**Supporting Families*** Act as the first point of contact for families on matters that are not directly academic;
* Support families by promoting links between the home, school and other relevant community and statutory resources so that children who are currently experiencing health, social, emotional or behavioural difficulties reach their full potential
* Promote equality for all individuals, recognising and encouraging anti-discriminatory behaviour, respecting confidentiality (unless there are child protection implications), recognising rights and choice and respecting personal beliefs and identity.
* Liaise with school colleagues regarding children and their families as necessary.
* Undertake home visits to support families. • Work in partnership with the attendance lead to monitor pupil attendance giving close attention to early identification and prevention of absence and lateness habits.
* Liaise with the School’s DSL and SENDCO.
* Challenge the misconceptions parents may have about their children’s development;
* Work with and support groups of parents to enable to increase in their skills, knowledge and confidence as parents or carers of young children;
* Ensure parents feel confident to engage with their child’s learning by facilitating and arranging family learning opportunities at school;
* Support parents by helping them to improve their parenting skills and providing appropriate information or referrals;
* Support parents of children with early signs of social, emotional, health or behavioural issues;
* Work with parents, academy staff and other support agencies to prevent problems worsening and interfering with the child’s ability to engage with school and learning;
* Identify, with parents, needs for parenting support groups or parenting classes for those wishing to enhance their relationship with their children and deal positively with behaviour and other issues;
* Take the lead in devising a programme of events involving parents;
* Proactively seek to engage vulnerable and ‘hard-to- reach families’
* To contribute to the Academy attendance strategies and systems

**Supporting Pupils*** Provide pastoral and personal support to pupils experiencing difficulties in school or at home;
* Record outcomes of interventions with pupils, and track and monitor pupils in order to assess their support needs;
* Develop positive relationships with designated pupils, including daily communication when a child may have an Individual Behaviour Plan or similar;
* Support pupils in knowing and employing coping strategies to deal with emotions and negative behaviours;
* Develop a shared understanding based on clear expectations of citizenship within the academy;
* Support pupils through transitions to ensure continual engagement with school and learning;
* Oversee the pupil buddies and set up of the buddy area.

 **Supporting the Academy** * Take the lead in promoting nurture through establishing a nurture unit at MA;
* Take the lead in promoting high expectation of behaviour across the academy through:
* supporting and monitoring the consistency of behaviour management across the academy, including at lunchtimes and in the classroom;
* lead CPD on Positive Behaviour Management for all staff
* actively promoting the social, emotional, spiritual and cultural development of pupils.
* Ensure relevant staff are up-to-date on issues which may affect a pupil’s learning in school, having regard to confidentiality and sensitivity of issues at all times;
* Participate in the writing and review of policies involving pupil welfare and parental involvement;
* Act as the Lead Professional for any work with outside agencies that is non-statutory;
* Maintain effective communication with representatives of relevant agencies including attending meetings when required;
* Keep comprehensive notes of family meetings/conversations, keeping accurate details of issues raised and any action taken.

General* Maintain confidentiality in and outside the workplace;
* Support the implementation of academy policies;
* Promote the inclusion and acceptance of all pupils;
* Be aware of and understand safeguarding protocol and procedures and the importance of taking appropriate action;
* Attend and participate in meetings and training opportunities;
* Carry out any other reasonable tasks/duties as required by The Trust in accordance with the needs of The Trust.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation. |
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| Confidentiality |
| During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of The Park Federation Academy Trust or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.  |
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| **Data Protection** |
| During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 2018. |
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| **Safeguarding** |
| In accordance with the commitment of The Park Federation Academy Trust to follow and adhere to the Department for Education guidance entitled “Keeping Children Safe in Education”, it is the individual’s responsibility to promote and safeguard the welfare of children and young people in the Academy. A satisfactory DBS check is required for this post. |

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| **Person Specification** |
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| **Criteria** | **Essential** | **Desirable** |
| **Experience & Qualifications** | * Good level of spoken English and written English.
* Numerate.
* ICT basic skills in word, data bases ie CPMS and spreadsheets.
* NVQ 2 -Teaching Assistant.
* Level 1 – Safeguarding.
* Completion of Induction Training for Teaching Assistant and 1-2 years’ experience is necessary.
* Minimum of two years as a classroom assistant or equivalent
* Experience of supporting families or children, including those with challenging behaviour;
* Experience of work with children of primary age in education setting;
* Experience of working with other agencies
 | * English GCSE grade C or above or equivalent qualification.
* Working with pupils with specific needs.
* Worked within a multi- lingual environment.
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| **Skills & Knowledge** | * Able to follow and interpret instructions and guidance.
* Effective communication with pupils and adults (staff and parents).
* Good subject knowledge to enable clear instructions and accurate evaluation of standards.
* Create an enhancing learning environment and prepare quality-learning resources.
* Good understanding of administrative procedures that supports good learning.
* Able to work within the behaviour management policy.
* Good literacy skills i.e. be able to fully support children’s development of receptive and expressive skills in reading and writing.
* Ability to communicate effectively with parents and professionals;
* Ability to work on own initiative, to plan and to evaluate;
* Flexible, responsive style of working;
* Ability to be supportive and non-judgmental;
* Ability to work within Child Protection guidelines;
* Ability to maintain professional boundaries;
* Ability to manage a complex workload;
* Ability to work collaboratively within a team;
* Communicate effectively with staff, parents and other professionals.
* Understanding of cultural diversity;
* Ability to maintain confidentiality;
* Awareness of Health & Safety standards;
* Awareness of child protection and safeguarding procedures.
 | * Experience in counselling skills.
* Understanding of the beliefs and values of different religious groups;
* Able to think through and implement strategies to enhance pupil learning.
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| **Personal Qualities** | * Able to plan, prioritise and organise own work schedule.
* Able to learn and take responsibility for personal development.
* Able to work effectively as part of a team. A creative thinker.
* Self-motivated and able to use own initiative.
* An ability to embrace change with enthusiasm and a positive outlook.
* A commitment to high standards.
* To be able to accept and act on advice and support when necessary.
* Have an ability to work and plan with colleagues in a constructive manner.
* To be able to motivate children to achieve their best.
* Suitability to work with children;
* Warmth and enthusiasm;
* Ability to listen and act on advice;
* Good communication skills;
* Commitment to equal opportunities;
* Good organisational skills;
* Initiative and flexibility;
* Being able to deal calmly with difficulties.
* Regularly reviews own performance.
* Prepared to work flexibly (e.g. make early morning or evening visits or attend meetings outside normal office hours)
 | * An ability to inspire and motivate children.
* To be able to lead a subject area effectively.
* To be able to think strategically.
* To contribute eagerly to all aspects of school life.
* Experience of sharing knowledge and experience with colleagues and influencing learning programmes.
* Lead staff development exercises.
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