



HERTFORDSHIRE COUNTY COUNCIL

JOB DESCRIPTION

RIVERS EDUCATION SUPPORT CENTRE

Job Title: Family Support Worker (FSW)
Grade: H6
Hours: Full-Time (37 Hours)
Location: KS3 Centre (Hertford)
Reports to: Deputy Headteacher

Purpose of the job:

To provide high-level support to teachers and families in the management of pupils' learning and wellbeing. To offer a confidential, non-judgemental opportunity for the parent/carer to receive the support they need to enable the best outcomes for their child/young person both in the education setting and the home by:

Main Areas of Responsibility:

- Liaising between families and schools regarding issues that may affect pupils learning, behaviour, and well-being. The FSW will provide a bridge between home, school, and other agencies to ensure the highest standards of care.
- Organising, leading, and producing paperwork connected to Families First Assessment meetings, family-based meetings for school, and in collaboration with other professionals.
- Meeting with individual families to provide guidance, and signposting for support.
- Actively promoting and facilitating support for parents and children, including delivering bespoke parenting programs to meet the needs of the family.
- Providing information for parents when needed, regarding support and help available for them within their own localities, as well as statutory information and guidance.
- By ensuring that communication between home/school runs as efficiently as possible, using all forms of communication to aid this.
- To maintain and share accurate records of information.
- To continuously promote parental engagement with school and the pupil's education.
- To promote the active and purposeful engagement of other professionals and other agencies to ensure quality provision and suitable care for pupils whilst at Rivers.
- To consider the promotion of pupil transition, its implications, and the types of programs that would support such processes.
- To promote, contribute, and comply with all requirements of child protection and safeguarding procedures.
- Attend child protection conferences and core group meetings, liaising, and taking actions as directed.
- To write reports for other agencies
- To attend local partnership network meetings and stay up to date with current HCC processes
- To attend meetings outside of the normal school day when required
- To promote Rivers ESC values, 4 R's, and ethos.
- Any other duties as specified by the Headteacher.



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The Family Support Worker will also be a:

Mental Health Lead and Mental Health First Aider (*training will be provided*) who will

- Attend regular training sessions
- Deliver regular training sessions/updates to staff (twilight)
- Update mental health notice boards
- Ensure families are made aware of local mental health support
- Support pupils during a mental crisis/difficulty
- Responsible for making referrals to CAMHS/STEP 2/SPA

Designated Safeguarding Lead (*training will be provided*) who will

- Attend regular training sessions.
- Assess and action all records of concerns (ROC) and disclosures by making referrals to relevant support agencies within an appropriate time scale.
- Support staff with the completion of ROCs and any safeguarding concerns they may have about a pupil.
- Ensuring all child protection files are kept updated.
- Responsible for collecting CP files from a pupil's previous school and ensuring all relevant information is shared with staff when required.
- Ensuring all CP files are delivered securely to the pupil's next destination.
- Attend child protection conferences and core group meetings, liaising, and taking actions as directed.

Families First Assessment Key Worker (*training will be provided*) who will

- Be responsible for all Families First Assessments in centre.
- Carry out a full assessment of the whole family, set appropriate targets, and complete relevant referrals.
- Arrange and lead TAF meetings.
- Liaise with other agencies.
- Accountable for ensuring all children within the family are safeguarded and any safeguarding concerns will be directed to the FFA key worker.

PERSON SPECIFICATION

Knowledge, Experience, and Training

- Experience working with children in a similar role (Social Worker, Family Worker, Teaching Assistant, Outreach) is desirable.
- Numeracy and literacy skills equivalent to NVQ Level 2 or GCSE Grade C in English and Maths is desirable.
- Understanding of the curricular requirements of a school environment, these to include statutory requirements (Safeguarding/Child Protection/Prevent/Keeping Children Safe in Education) is desirable.



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- Willingness to complete Mental Health, Designated Senior Lead, and Families First Assessment training.
- Competence in the use of ICT and the ability to make effective use of modern technology to support report writing.
- Ability to work with a minimum of supervision and within a team.
- Ability to manage pupils in a classroom/educational setting.
- Be approachable, positive, supportive, and calm.

EQUAL OPPORTUNITIES

All staff are expected to respect the contributions, opinions, and requirements of people regardless of their culture, ethnic origin, gender, age, or abilities. The Department insists this standard is always applied while representing the authority and in the delivery of its services.

DISCLOSURE & BARRING SERVICE

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure & Barring Service as part of Hertfordshire County Council's pre-employment checks. Please note that additional information referring to the Disclosure & Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

**** The duties and responsibilities listed above describe the post as it is at present. The job holder is expected to accept any reasonable alterations that may from time to time be necessary. The Family Support Worker works under the direction of the Deputy Headteacher and is accountable to the Headteacher who will delegate areas of responsibility as required. The Deputy Headteacher is responsible for the Family Support Worker's performance management. This job description may be amended at any time after full consultation and will be reviewed annually.**