

### **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Family Support Worker</b>
<b>Grade:</b>	<b>5</b>
<b>Salary:</b>	<b>SCP 16 – SCP 20</b>
<b>Conditions of Service:</b>	<b>Support Staff Contract of Employment</b>
<b>Responsible to:</b>	<b>Principal</b>

#### **Statement of Purpose**

To facilitate the involvement of children, families and the wider community in accessing appropriate support. To encourage parents to achieve their potential by providing support to overcome barriers to learning both inside and outside the school.

#### **Support to Pupils**

- To co-ordinate sessions with relevant groups/agencies.
- To secure positive family support and involvement.
- To liaise with agencies.

#### **Support to school and community**

- To have knowledge of the range of activities available.
- To be the main point of contact for accessing a range of services.
- To facilitate the sharing of information between school and agencies.
- To arrange activities within the learning community.
- To liaise with parents/carers on a daily basis.
- To promote family learning activities.
- To work in partnership with multi-agency bodies and professionals to achieve the best outcomes for all.
- To build secure relationships between school and home and assist people overcome the barriers to learning.
- To support involvement in family learning activities and encourage parents/carers to access small group projects to help them realise/reach their potential.

#### **Professional Accountabilities** (this list is not exhaustive and should reflect the ethos of the school)

The post holder is required to be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. In addition they are to contribute to the achievement of the school's objectives through:

**Safeguarding**

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.

**Financial Management**

- Personally accountable for delivering services efficiently, efficiently within budget and to implement any approved savings and investment allocated to the service area.

**People Management**

- To comply and engage with people management policies and processes • Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths, areas of expertise and use these to advise and support others.

**Equalities**

- Ensure that all work is completed with a commitment to equality and anti discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

- Delivering energy conservation practices in line with the Trust's climate change strategy.

**Health and Safety**

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Trust's Health and Safety policy.

**Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***

### Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in an education setting committed to the inclusion agenda.</li> <li>• Experience in liaising with multi-agency services and accessing multi-agency support the school and its community.</li> </ul>	APP/I
	<b>Qualifications/Training</b> <ul style="list-style-type: none"> <li>• NVQ 2 learning &amp; development support services for children, young people and those who care for them or equivalent qualification, or experience in a relevant discipline,</li> <li>• Very good numeracy/literacy skills equivalent to GCSE C and above.</li> <li>• Training in relevant strategies.</li> </ul>	APP/I
	<b>Knowledge/Skills</b> <ul style="list-style-type: none"> <li>• Ability to relate well to children and adults.</li> <li>• With guidance from and accountability to the headteacher, the ability to manage own workload and work on own initiative.</li> <li>• Ability to work constructively as part of a team.</li> <li>• Ability to deal with sensitive issues in a professional manner.</li> <li>• Ability to communicate effectively orally.</li> <li>• Good interpersonal skills.</li> <li>• Ability to work within established processes and procedures.</li> <li>• Understand the need for confidentiality when appropriate and to ensure clear and sensitive communication.</li> </ul>	APP/I
	<b>Behavioural Attributes •</b> Customer focused. <ul style="list-style-type: none"> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> </ul>	APP / I

	<ul style="list-style-type: none"> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Is enthusiastic and decisive.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	
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#### MEASURED BY KEY:

APP = Application form ASS = Assessment activities I = Formal interview In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

**HH 04/02/2021**

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.