

**FAMILY SUPPORT WORKER  
RECRUITMENT PACK**



## WELCOME FROM THE CEO

**I am delighted that you have chosen to apply for the post of Family Support Worker at Wise Owl Trust.**

Based in the heart of East Manchester, we are an innovative and ground-breaking Multi Academy Trust like no other. Just like the city we are proud to call home, we do things differently and we are looking for innovators and change-makers to join us on our mission as we look to grow and expand in the near future.

I like to say that at Wise Owl Trust we prepare our children for the tests of life, not just a life of tests. We pride ourselves on our innovative approaches and being at the forefront of change, which is why we created our own bespoke RESPECT curriculum (now rolled out to over 1000 schools nationwide). And that is just the beginning. Now we are looking for somebody to help us really drive that mission forward, across our communities, our families, and eventually across more schools.

Our focus is on continuous school improvement and offering our pupils the very best education. Our results speak for themselves, as our academies are now in the top 3% for progress in the country, all judged to be Good by Ofsted in 2019, with results above average in reading, writing and maths.

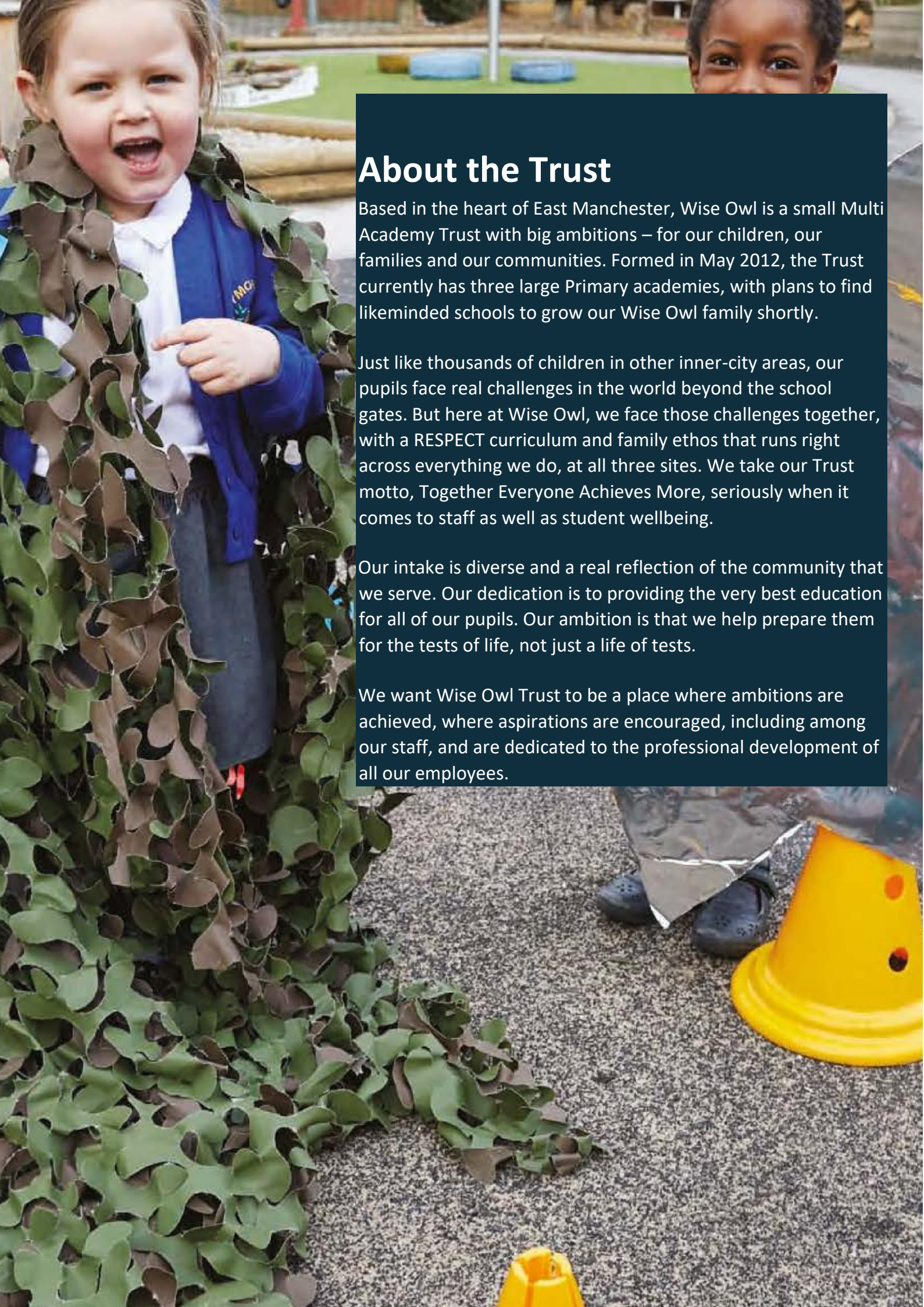
But we don't just measure our success in terms of grades and SATs results, the wellbeing of all is at the heart of everything we do, which is why we have developed our Wise Owl Wellbeing (WOW) strategy. Focussing on looking after the mind, body and soul of our staff, as well as our pupils. Part of this is a real dedication to staff development opportunities across the Trust which we would encourage you to grab with both hands.

As you can see, this is an exciting time to join our Trust as we start to expand our vision for the future on a local and national level. As CEO, I am proud of what we have achieved so far and look forward to meeting applicants who want to join us on the next exciting stage of our journey.

Making the choice to work for Wise Owl Trust means making the choice to be part of an evolving, ambitious and supportive Trust where you are valued, encouraged and can develop your talents whatever they may be. We look forward to receiving your application.

# Sophie Murfin

Chief Executive Officer



## About the Trust

Based in the heart of East Manchester, Wise Owl is a small Multi Academy Trust with big ambitions – for our children, our families and our communities. Formed in May 2012, the Trust currently has three large Primary academies, with plans to find likeminded schools to grow our Wise Owl family shortly.

Just like thousands of children in other inner-city areas, our pupils face real challenges in the world beyond the school gates. But here at Wise Owl, we face those challenges together, with a RESPECT curriculum and family ethos that runs right across everything we do, at all three sites. We take our Trust motto, Together Everyone Achieves More, seriously when it comes to staff as well as student wellbeing.

Our intake is diverse and a real reflection of the community that we serve. Our dedication is to providing the very best education for all of our pupils. Our ambition is that we help prepare them for the tests of life, not just a life of tests.

We want Wise Owl Trust to be a place where ambitions are achieved, where aspirations are encouraged, including among our staff, and are dedicated to the professional development of all our employees.



## About the Role

We have a fantastic opportunity to recruit a Family Support Worker .

The role of Family Support Worker is to support the development of safeguarding and child protection policies and procedures at Wise Owl Trust, in order to safeguard and protect the children and staff. To assist in the coordination of referrals, identifying Early Help Interventions and coordinating actions as required. To promote positive attitudes by children and their families towards education and ensure parents/carers are aware of the statutory duties. To promote community cohesion, empowering parents/carers and establishing parents as partners.

## How to apply...

If you are interested in joining our happy and thriving Trust please download and complete an application form, and return it to [k.walton@wiseowltrust.com](mailto:k.walton@wiseowltrust.com)

Applications are now open. Applicants who are not notified of an interview should assume that they have not been short-listed.

The Trust is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to share this commitment. As such, the post is subject to enhanced DBS checks and suitable references will be sought before appointment.

Please note that the Childcare Disqualifications Regulations 2009 apply to this position and therefore you may be required to complete the "Childcare Disqualification" declaration form. Should you be successful in your application for this post, your appointment can not be progressed without this.

## **Family Support Worker – Job Description**

The post holder reports to the Principal. The main contacts of the job are SENCO, School staff, School Governors, Teachers, Parents/Carers and Pupils.

### **Main purpose of the job:**

To provide a comprehensive and high quality service to the school to improve overall family support. To play a full part in the development of the positive ethos of the school and links with parents.

To work collaboratively across the Trust on all sites as required.

### **Main duties:**

- Leading the team in promoting equal opportunities in the workplace and delivering services, which are accessible and appropriate to the diverse needs of service users.
- To lead, motivate, supervise, support and regularly evaluate and monitor workloads of a team of staff. Establishing priorities and targets, enabling the team to make continuous improvements to service delivery.
- Control and manage a budget within the departmental financial regulations, ensuring a cost effective use of the budget.
- To ensure that relevant legislation, local authority and departmental policies and procedures are implemented throughout work practice. Implementing strategies in use with these and feeding back effectiveness to line management.
- To ensure that the contact venue and its surroundings are furnished and maintained to an acceptable standard
- Participate in any on-going review of the integrated service.
- Maintain accurate records and necessary statistical information on the work of the Pastoral support team and provide information as required.
- Establish and maintain a referral system that enables teachers and outside agencies to access the work of the team.
- Assist management in the development of policy formation, practice and strategic planning by providing information and participating in working groups.
- To represent the service and attend community inter departmental and inter service meetings in order to promote and develop multi agency working.
- Involve service users and encourage community participation in monitoring and evaluation of the service in identifying unmet needs.
- To provide family support that is safe and secure, and that will encourage and support parents/carers to confidently and appropriately be involved in their child's individual needs/education.
- To write and lead the process of Early Health Assessments (EHA's)
- Agree specific outcomes, at Family Work reviews, through focused intervention based on assessment of need and to participate in planning, which will be jointly monitored and regularly reviewed.

- To lead and facilitate a range of Parenting Courses.
- Any other duties and responsibilities within the remit of the salary grade.
- To support in the monitoring of attendance and punctuality:
  - In liaison with the appropriate SLT member and key stakeholders support the effective organisation and participation in attendance, initiatives, campaigns, truancy sweeps and school blitzes to improve attendance in school.
  - To collate, analyse and produce pupil attendance data, attendance patterns, trends and reports to inform future service delivery and strategic direction to improve the attendance of identified individuals/families.
  - Assist SLT to make decisions on a case by case basis as to the most appropriate course of action to be taken in any particular case.
- To liaise with the Senior Designated Person for Safeguarding, Attendance officer and Principle in order to identify and coordinate support packages for individuals/families.
- To lead and promote community cohesion.

Where the postholder is disabled, every effort will be made to supply all the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.

### **Safeguarding Children**

WOT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

### **Conditions of Service**

Governed by the National Agreement on Pay and Conditions of Service, supplemented by local conditions as agreed by the Trust.

### **Special Conditions of Service**

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions and are expected to disclose such information at the appointment interview.

Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application, prior to taking up post they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

**Equal Opportunities**

The postholder will be expected to carry out all duties in the context of and in compliance with the Trust Equalities policies.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## **Family Support Worker – Personal Specification**

The post holder will report to the Trust Safeguarding Lead and Academy Principal

For this job we are looking for someone who:

- Has knowledge of legislation and national guidelines relating to the Children's Act and Child Protection including the 'Framework for the Assessment of Children in Need and their families'
- Can demonstrate the principles involved in giving advice and guidance to children/young people including the place of confidentiality
- Has demonstrable knowledge of the range of additional support or agencies which can be of assistance to vulnerable pupils and their families
- Has knowledge of the responsibilities of agencies towards vulnerable children such as the Child Protection Procedures and intervention work
- Has high quality written, oral and listening communication skills for effective interaction with all internal and external contacts and also the ability to summarise clearly and concisely and articulate concepts and proposals
- Has the ability to manage and prioritise workloads
- Has the ability to reflect on and develop own practices
- Has good IT skills including spreadsheets, databases, word processing and internet/ email
- Has significant experience of working with children and families
- Has an understanding of the 'Early Help' process
- Has knowledge of Schools Information Systems (Arbor and CPOMS)

## **Personal Style and Behaviour**

You should:

- Be willing to comply with all Wise Owl Trust and Local Authority Policies and Codes of Conduct
- Have drive, tenacity and an ability to maintain focus, objectivity and sound judgement under complex conditions to achieve desired outcomes
- Have the ability to work and co-operate as part of a team.
- Be flexible to adapt to changing workload demands and new organisational challenges.
- Have the ability to adapt to challenging situations and people and respond appropriately using negotiation and influencing skills to achieve objectives
- Have the ability to work as part of a team openly and collaboratively whilst applying the principles of confidentiality
- Have a desire to pursue own personal development and take full advantage of training provided



- Have a personal Commitment to continuous service improvements.
- Have a personal commitment to the school's professional standards, including dress code and code of conduct at all times

**Other Requirements:**

- Ability to work flexibly
- Self-motivated and able to prioritise a demanding workload
- To be professionally assertive, clear thinking and able to negotiate
- To be able to operate as part of a team
- A full valid driving licence and the use of a car

The Wise Owl Trust, Trustees and Governors are committed to safeguarding and promoting the welfare of young people, and expects all staff and volunteers to share this commitment. All staff and volunteers will be expected to complete a DBS (disclosure and barring service) check and also complete any other safeguarding documentation as and when requested.

All employees have a responsibility to co-operate in promoting and maintaining a safe and healthy working environment, and to take reasonable care of their own health and safety at work and that of all team members for which they have general management responsibility.



[www.wiseowltrust.com](http://www.wiseowltrust.com)  
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