

Home School:	Frome College
Job Title:	Parent and Family Support Adviser
Salary:	MNSP Grade 5 (Points 11-17) (Range (£28,142 to £31,022 pro rata)
Reports to:	Principal
Hours of Work:	13 h.p.w. term time only (plus INSET days)
Date:	September 2026

Purpose

Provide advice and guidance to families and learners in time limited monitored interventions to encourage their involvement in the school and community environment and thereby encouraging positive participation to improve their learning opportunities and outcomes.

The PFSA will explore circumstances that are contributing or causing learners to be unable to make best use of their time at school and develop, assess, and review intervention to help around this. This may be including multi professional collaboration and direction.

Main Responsibilities

- Explore the learner's circumstances and other indicators of concern to establish the reason behind them which hinder learning. Provide advice and guidance and share information on the likely cause, as well as determine and implement solutions to improve attendance and areas of concern.
- To add to or undertake Early Help Assessments and identify barriers to learning by advising and working with parents/carers to find the most appropriate way to address and resolve any issues by liaising between home and the Trust, thereby providing effective engagement, and a direct line of communication.
- Make holistic assessments and work with learners and their families to devise action plans linked to assessed individual needs, which in agreement with the family could involve visiting home to empower families to make the best use of their own resources and support learner achievement. Monitor and record on the provided system and review the effectiveness of these action plans and suggest amendments that should be considered to provide further assistance to the families. Involve other agencies to enable access to a wide range of services and opportunities.
- Identify likely consequences of actions not being completed and alternative courses of action by the school and/or other agencies.
- Identify the overall requirement of family or parental skills support and support the areas of assistance and interventions available.
- Support reintegration of learners, or those at risk of becoming suspended, on the consequences of a continuance of current behaviours and identify approaches to changing behavioural patterns.
- If required, facilitate the planning, delivery, monitoring, evaluation, and review of any community opportunities to enhance the wellbeing of the learner and family, researching funding opportunities and collaborative opportunities.
- Provide appropriate advice and guidance to schools within the trust, e.g. on trends, and possible causes identified by the pooling of information from a variety of other agencies and workers and its possible impact in specific areas which will have impact on vulnerable families and school attendance.
- Identify and ensure consistency of application of advice and guidance to families to encourage involvement in the school environment and encourage further participation, including specific interventions with those families who may be at risk of lapsing into the area of difficulty.

- Ensure excellent communication with all stakeholders.
- Contribute to the transition work ensuring integration of learners and families into the Trust from other local provision and feeder schools, ensuring a consistency of approach and treatment and reinforcing the expectations of the Trust.
- Identify and support the community around the schools to give an overview of local resource requirements and help develop local provision.
- Develop and produce promotional information, e.g. co-ordinating the production of information specifically aimed at families who are experiencing difficulties and pro-actively gather information about local services for families in the area and provide a signposting service for parents/carers and others.
- All work should be solution focused and time limited. The postholder must have excellent time management and the ability to work with competing deadlines and changing demands and deliver services in a creative and non-stigmatising way.
- Build relationships and work with a variety of professionals to ensure their service delivery is part of co-ordinated and cohesive service to children, young people and their families as directed by the Trust.

Supporting Processes

- The postholder will be required to make home visits, and on occasions transport clients. A valid driving license, relevant insurance and access to a vehicle is required. The post holder will need to have transport. Business mileage will be paid from your work base.
- Work occasionally outside office hours and thereby adhere to health and safety working procedures (i.e. lone working). It is important to note that some working flexibility will be required to fully engage with parents.
- The postholder will be self-motivated and take responsibility for decisions and work independently in a focused and time-centered way. They will be required to attend multi-agency meetings where they may need to contribute verbally or produce written reports.

Additional duties and information

- Contributing to the overall ethos/work/aims of the Trust, appreciating and supporting the role of other professionals.
- Participating in training and other learning activities and performance development, as required.
- Undertake additional duties commensurate with the grade as directed by your line manager.
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Ensure the aims, priorities and policies of the Trust are adhered to.
- Act as a positive representative of the Trust and its learners in all circumstances and at all times.
- Employees are expected to be courteous to colleagues and provide a welcoming environment to all, maintaining a professional standard of demeanour and dress.
- Attending relevant meetings, as required.
- This job description is current as at the date shown, and whilst every effort has been made to explain the main duties and responsibilities of the post, not all individual tasks undertaken will necessarily have been identified. The job description will be reviewed annually as part of the appraisal process or at other appropriate times as determined by the Trust.

It is agreed that the job description is a fair and accurate statement of the requirements of the job.

Job Holder:

Date:

Line Manager:

Date:

This job description only contains the main accountabilities relating to the post and does not describe in detail all of the duties required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and will be reviewed annually.

The Midsomer Norton Schools Partnership is committed to safeguarding and promoting the welfare of children and young people. All staff working within the Trust are expected to share a commitment to doing this. You will be expected to follow and promote the procedures in the child protection and safeguarding policy and report any concerns in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children and young people gives cause for concern the Trust's child protection procedures will be followed alongside implementation of the Trust disciplinary procedures.

Person Specification

Skills and Abilities

Essential: Strong IT skills with the ability to produce accurate documents with minimal supervision. Ability to prioritise workload and meet deadlines. Strong organisational skills and attention to detail. Ability to maintain confidentiality when handling sensitive information. Flexible and willing to respond positively to team needs. Calm and professional under pressure. Effective communication skills, both face-to-face and by telephone. Ability to deal professionally with challenging situations involving parents or members of the public.

Desirable: Creative ability to contribute to the layout and presentation of documents, forms or publications.

Knowledge and Qualifications

Essential: Good general standard of education, including five GCSEs (grades 4–9) or equivalent. Strong working knowledge of Microsoft Office and Google applications.

Desirable: Knowledge of additional IT systems or software relevant to the role.

Experience

Essential: Relevant experience in an administrative role, including managing multiple tasks and meeting deadlines.

Desirable: Higher-level administrative experience, such as PA or similar roles.

Other Requirements

Essential: Commitment to high standards and continuous improvement.

Desirable: Knowledge of, or interest in, working within an educational environment