



# Crispin School

Aspiration - Compassion - Excellence

## PARENT AND FAMILY SUPPORT ADVISOR (PFSA) INFORMATION FOR CANDIDATES



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# LETTER FROM THE HEADTEACHER

Thank you for your interest in joining us at Crispin. We believe that Crispin is a great school to be a part of whether as a student or colleague. We are a friendly, inclusive, highly successful school of 1030 students who make strong progress academically, but who also receive a great many wider opportunities to learn in the fullest sense of the word.

Crispin is a popular school with a strong reputation. We unashamedly have high expectations of all members of our community and we believe in challenging and supporting students to achieve their very best. Visitors regularly refer to our students and colleagues very positively. Relationships between staff and students are a strength of the school and colleagues are committed to providing every opportunity for students to have a broad experience and to be successful. We are committed to educating the whole child to ensure they enter adulthood as happy, supported young people with a love for learning. There is a sharp focus on learning and students receive excellent support. At all times we seek to be a compassionate institution.

It is important to state that Crispin has a very strong safeguarding culture which we would expect potential colleagues to wholeheartedly support.

This post is a really exciting one and would be a great opportunity for the right candidate. Other than the basic details in the person specification, we do not have a pre-existing idea of what the successful candidate's career to date will have been. We realise that prospective colleagues will have a range of skills and experience and we would fully support the successful candidate to develop professionally.

Crispin joined the Wessex Learning Trust on 1 March 2023. We have been working closely with the Trust since 2022 and our membership offers a range of opportunities for the successful candidate.

The most important thing is that you are passionate about the welfare of children. Above all else you should be:

- An excellent, reflective and caring colleague.
- Always seeking to maximise the success and happiness of students.
- A colleague with the highest expectations of what all members of the school community are capable of.

Should you require any further information, would like to discuss the post with me or would like to visit Crispin before an application, do not hesitate to contact us by email:

[HeadsPA@crispinschool.co.uk](mailto:HeadsPA@crispinschool.co.uk)

To apply for this role simply click on the quick apply button on TES.com and complete the online application form. Alternatively, please complete the Support Staff application form on our website: <https://www.crispinschool.co.uk/About-Us/Vacancies/>. Your supporting statement / letter (of no more than two sides) should outline your skills and experience and how you meet the person specification.

After reading through the application information pack I hope you decide to apply for the post and I look forward to reading your application.



Paul Reddick  
Headteacher

# ADVERT

## **Parent and Family Support Advisor (PFSA)**

### **To start as soon as possible, permanent contract**

30 hours per week, 39 working weeks across the year including some days in the school holidays and to include the September Safeguarding training 'inset' day. This role will support families across Crispin, Ashcott, Catcott and Walton Schools. Opportunity to discuss work patterns at interview. These will be agreed with the post holder and line manager prior to commencement to suit both the post holder and business requirements. The post is Grade 12, points 12 – 19, salary range £27,711 to £31,067 per year, full-time equivalent (£14.36 - £16.10 per hour). Actual starting salary £19,497 per year.

This post attracts membership to the Local Government Pension Scheme. In addition to your contribution to the pension scheme we also currently contribute 24.4% of your gross pay into the scheme.

An exciting opportunity has arisen for a Parent and Family Support Advisor to work across Crispin, Ashcott, Catcott and Walton Schools. Our PFSAs provide essential advice and guidance to families, parents, and learners to encourage learner wellbeing, attendance, and participation in the school environment and community, enabling overall improvement in learning opportunities, aspirations, and achievements for learners.

The post holder will be required to explore circumstances behind learner absence or difficulties, to help resolve and identify areas that may be of concern in a timely way which may then lead them to instigate or build on Early Help Assessments. The role will also require the candidate to act as a Lead Practitioner at times, running bespoke interventions and group work under the direction of the Deputy Headteacher (Designated Safeguarding Lead). This role requires travel.

Candidates will need to demonstrate the following:

- Experience of working with young people and / or families who have a range of vulnerabilities.
- Outstanding interpersonal skills and the ability to communicate with learners, staff, parents, and external agencies using tact and discretion to ensure a professional response.
- Ability to work confidentiality in a fast-moving environment, often with conflicting priorities.
- A positive approach to the challenges faced and the ability to think and deliver services in a creative, flexible, and non-judgemental way.
- Ability to understand and interpret legislation to meet service requirements.
- Ability to undertake the role of lead professional where appropriate.
- Good literacy, numeracy, organisational and administration / IT skills.

To apply for this role simply click on the quick apply button on TES.com and complete the online application form. Alternatively, please complete the Support Staff application form on our website:

<https://www.crispinschool.co.uk/About-Us/Vacancies/>. Your supporting statement / letter (of no more than two sides) should outline your skills and experience and how you meet the person specification.

**Closing date for this post: 10:00 Monday 24 February 2025.**

Supported by the Partnership Board, our staff work hard to deliver a rich and challenging curriculum to prepare young people for the next stages of their education and careers.

It is an exciting time to join the Wessex family as we grow, we can offer:

- Professional induction, training and continued professional development opportunities.
- Extended Leadership and other opportunities to develop your career.
- Excellent collaboration across Trust Schools, extensive learning communities and specialist subject leads, to enhance the learning of our young people and enhance your development.
- Staff benefits including reduced leisure centre membership and cycle to work scheme.
- A staff assistance programme with a specialist provider, CareFirst who provide a 24/7 free phone helpline, or face-to-face counselling for every employee in the Wessex family.

The Wessex Learning Trust is committed to safeguarding young people and promoting the welfare of children, and all staff appointed will undergo online checks and be required to undertake an enhanced Disclosure and Barring Service Check. This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement of the role.

## WESSEX LEARNING TRUST

**At The Wessex Learning Trust, our family of academies here in the South-West of England strive to offer a world class, Twenty First Century education for all young people between the ages of 2 and 19, by providing outstanding learning opportunities and creating centres of educational excellence that meet the needs of all children.**

We are passionate about providing the very best education for all the children in our Academies. Our ambition is that every student is helped to achieve their full potential so that they can make a positive contribution to our society and realise their lifetime ambitions.

Each individual Academy in the Wessex Learning Trust is encouraged to maintain its own distinctive ethos, be at the centre of their community and raise aspirations and achievement. This is achieved in two ways: firstly, through excellent teaching to inspire curiosity, unlock talents and realise potential; and secondly, by ensuring high quality care, guidance and support that ensures the personal development and welfare of each child.

By working together, we believe we can harness the talents of all our staff, share good practice between all our academies, and share resources that enable us to concentrate on delivering excellence in education.

*Our staff are the best around, and give their all to promoting a fulfilling and engaging curriculum. Across the Trust everyone plays to their strengths, and is supported so as they work their best - and thus help our students work their best too.*

Our Benefits:

- Professional induction, training and continued professional development opportunities
- Staff benefits including reduced leisure centre membership and cycle to work scheme
- A staff assistance programme with specialist provider, CareFirst who provide a 24/7 free phone helpline, or face-to-face counselling for every employee in the Wessex family
- Exciting opportunities as part of a growing multi-academy Trust
- Eligible for Local Government Pension Scheme
- Collaborative working across the Trust



## WELCOME TO STREET

Crispin is a secondary school on the eastern edge of Street, a large village in Somerset with a population of around 12,000. It is situated on the Somerset Levels close to Glastonbury, Wells and the Mendips. The village has an interesting history with evidence of Roman occupation. Street is home to Clarks, the world famous footwear retailer and its headquarters is still in the village. Much of the Street site now houses the popular and thriving designer outlet shopping complex of 'Clarks Village'.

Somerset generally is a warm and friendly county and Street is no exception. The village itself contains a good range of leisure facilities including a theatre which hosts live performances and a wide range of films, sports facilities and an open air swimming pool. The Glastonbury Festival also takes place very near to the village. There are also a good range of local shops. As one resident of Street said 'if you choose you can walk to pretty much everything you need'. There is easy access to the coast and there are a number of National Trust properties in the area as well as nature reserves and areas of outstanding natural beauty.

As well as being located in a beautiful part of Somerset, Street is well connected by road being close to the M5, A303 and on a number of bus routes. There are also nearby rail links to London, Bath, Bristol, Devon and Cornwall. Bristol Airport is also close with a wide range of destinations from Iceland to Egypt. There are a number of interesting towns and cities nearby including Glastonbury, Wells and Frome. A little further afield, one can easily reach the likes of Bath and Bristol which are both major European cities and home to a very wide cultural and sporting life including excellent music venues, theatres, cinemas, restaurants and professional sports clubs including football and rugby.

Housing is still relatively affordable in Street and many of the surrounding towns and villages. Many colleagues talk of how the area is a safe, yet vibrant area to bring up families with a range of good schools and a college which shares its site with Crispin. Yet at the same time there are a myriad of excellent leisure opportunities and major cities within an hour's travel.



## JOB DESCRIPTION

<b>Post Title:</b>	Parent and Family Support Advisor (PFSA)
<b>Purpose:</b>	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 of our learners 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.
<b>Reporting to:</b>	Deputy Headteacher – Designated Safeguarding Lead
<b>Working Time:</b>	30 hours per week, 39 working weeks across the year
<b>Salary/Grade:</b>	Grade 12
<b>Disclosure level:</b>	Enhanced
<b>Main (Core) Duties:</b>	

### Key Responsibilities

- Liaise directly with the Deputy Headteacher – DSL, to establish workload.
- 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 concerns.
- 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 requirements 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 excluded 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

## JOB DESCRIPTION CONTINUED

- have impact on vulnerable families and school attendance.
- Identify and ensure consistency of application of advice and guidance to families to 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 of 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 proactively 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 post holder 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.
- Monitor and review the effectiveness of intervention strategies, reporting your evidence to the Deputy Headteacher – DSL.
- 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.
- Work occasionally outside of office hours and thereby adhere to health and safety working procedures (i.e. lone working). The post holder will occasionally be required to work flexibly.
- Ensure that Trust wide programmes such as the mentoring programme are run effectively and in line with Trust policies.

### Supporting Processes:

- The post holder will be required to make home visits, and on occasions transport clients. A valid driving licence, 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 post holder will be self-motivated and take responsibility for decisions and work independently in a focused and time centred 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 professional.
- Participating in training and other learning activities and performance development, as required.



## JOB DESCRIPTION CONTINUED

- 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.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

The Wessex Learning Trust 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.

Employees are required to be courteous to colleagues and students and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with the post holder, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Please note the offer of employment is subject to DBS, medical, references and satisfactory completion of a 6 month probationary period.

# PERSON SPECIFICATION

## **Educational Achievements, Qualifications and Training**

### Essential

- 5 GCSEs or equivalent (Grade A\*-C) including Maths and English
- A commitment to continuing professional development

### Desirable

- Evidence of a further qualification, professional development, or training

## **Experience**

### Essential

- Broad range of knowledge within safeguarding, child development and behaviours
- Experience of working in education, children's social care or similar environment
- Experience of working with a range of partners and stakeholders
- Experience of writing, contributing, and reviewing of relevant documentation
- Experience of holistic practices within family settings with positive outcomes

### Desirable

- Good understanding of the education sector

## **Skills**

### Essential

- Excellent verbal and written communication skills
- Ability to use initiative and prioritise work
- Strong interpersonal skills
- Flexible and adaptable within a fast-paced, changing environment
- Excellent time management and skilled at working under pressure to meet deadlines
- Confidence in assessing family and learner need and instigating multi-agency collaboration

### Desirable

- Strong IT skills, including MS Office

## **Personal Qualities**

### Essential

- High professional and personal standards
- Respect for young people and their needs and passionate about enhancing opportunities
- Demonstrate resilience, high level of motivation and 'can do' attitude
- Commitment to maintaining confidentiality at all times
- Good sense of humour

### Desirable

- Demonstrate experience of building excellent working and professional relationships

## **Other**

- Comply with safer recruitment checks including enhanced DBS
- Full driving license
- A commitment to supporting the Trust's agenda for safeguarding and to promoting the welfare of all young people
- The ability to speak fluent English