



Job Description: Pupil and Family Support Coordinator

Responsible to: Headteacher (Designated Safeguarding Lead)

Safeguarding (Deputy Designated Safeguarding Lead)

- Fulfil the role of Deputy Designated Safeguarding Lead (DDSL) in accordance with Keeping Children Safe in Education, deputising for the Designated Safeguarding Lead as required.
- Support the implementation of the school's safeguarding and child protection policies, procedures and systems, ensuring safeguarding remains at the heart of the school's culture.
- Respond to and support the management of safeguarding concerns appropriately, maintaining accurate, confidential and up-to-date records and ensuring information is shared effectively and securely.
- Attend and contribute to Child Protection Conferences, Child in Need meetings, Team Around the Family meetings and other multi-agency meetings as required, preparing reports and representing the school effectively.
- Coordinate and monitor referrals for children and families, including Early Help and multi-agency referrals, ensuring timely and appropriate action is taken.
- Work collaboratively with the DSL and wider safeguarding team to monitor vulnerable pupils and review the impact of support and interventions.
- Maintain an up-to-date knowledge of safeguarding legislation, guidance and local authority procedures, including Early Help and Child Protection processes.
- Promote a strong culture of safeguarding, welfare and inclusion across the school community.

Working with Pupils

- Identify and address barriers to learning, attendance and engagement, implementing appropriate support strategies.
- Provide targeted pastoral support for pupils experiencing social, emotional, behavioural or mental health difficulties.
- Plan, deliver and evaluate interventions designed to improve pupils' wellbeing, resilience and engagement with school.
- Support pupils at key transition points, including entry to school and transfer to secondary education.
- Work alongside school staff to ensure that actions arising from safeguarding, attendance and pastoral meetings are implemented and reviewed.
- Analyse attendance information and identify pupils requiring additional support or intervention.
- Support attendance by monitoring patterns, undertaking home visits where appropriate and working with families to improve attendance and punctuality.

Working with Parents, Carers and External Agencies

- Lead and coordinate Early Help Assessments and referrals.

- Build positive, trusting relationships with parents and carers, providing advice, guidance and support where appropriate.
- Act as a key point of contact for families regarding pastoral, attendance and welfare concerns.
- Support parents and carers in overcoming barriers that may impact upon their child's attendance, wellbeing or engagement with school.
- Work collaboratively with external agencies and professionals to secure appropriate support for children and families.
- Attend and contribute to multi-agency meetings, ensuring actions are followed up and reviewed effectively.
- Promote parental engagement through workshops, meetings and other family support initiatives.
- Maintain a strong awareness of local services and signpost families to appropriate sources of support.

Administration

- Maintain accurate, confidential and timely records of safeguarding, pastoral and attendance-related work.
- Ensure all records and documentation are completed to a high standard and within required timescales.
- Prepare reports, referrals and documentation for meetings and external agencies.
- Ensure the secure transfer of pupil information when required.

General Duties

- Undertake training and professional development relevant to the role.
- Carry out any other duties commensurate with the grade and responsibilities of the post.



Person Specification: Pupil and Family Support Coordinator

Criteria	Essential	Desirable
GCSE Grade 4/ Grade C (or equivalent) in English and Mathematics	✓	
Relevant Level 3 qualification (or above) in education, childcare, family support, safeguarding or a related field		✓
Evidence of ongoing professional development	✓	
Experience of working in a safeguarding, pastoral, attendance or family support role involving direct work with children and families	✓	
Experience of working with children and families facing a range of social, emotional or attendance challenges	✓	
Experience of Early Help processes and multi-agency working	✓	
Experience of working within a school setting		✓
Experience of using systems to monitor, track and evaluate interventions	✓	
Excellent interpersonal and relationship-building skills	✓	
Strong organisational skills and the ability to manage competing priorities	✓	
Ability to maintain confidentiality and exercise sound professional judgement	✓	
Ability to analyse information, identify trends and support effective decision-making	✓	
Resilience, adaptability and a solution-focused approach	✓	
Strong written and verbal communication skills	✓	
Competent IT skills	✓	
Willingness to undertake home visits where required	✓	
Ability to work collaboratively whilst also using initiative and working independently	✓	
Commitment to safeguarding, inclusion and improving outcomes for children and families	✓	
Commitment to supporting and promoting the Catholic ethos and values of the school	✓	

Special Requirements

- Enhanced DBS clearance with barred list check.
- Satisfactory pre-employment health clearance.
- A sound understanding of safeguarding, child protection and data protection requirements.
- Willingness to undertake further training relevant to the role, including safeguarding training.
- Ability to undertake home visits and attend meetings off-site where required.