**The East Manchester Academy**

**Job Description**

**POST: Student and Family Support Worker**

**Purpose of the Role:**

* [To be read in conjunction with ‘Annex C – Role of the Designated Safeguarding Lead’ in Keeping Children Safe in Education (2024)](https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf)
* To support the Designated Safeguarding Lead in delivering safeguarding across the academy and ensuring that academy policies are embedded, and all aspects of our practice meet statutory requirements and a culture that puts exemplary safeguarding of children at the heart of all we do.

**Job Summary**

The Student and Family Support Worker will be the first point of contact for; students, staff members and families for all initial Safeguarding concerns. They will be supported by and report to the Safeguarding Lead. They will coordinate referrals to social care, attending and contributing reports for relevant meetings and keeping careful records of actions. They will work with the Designated Safeguarding Lead in developing and delivering training to school staff and updating relevant policies, procedures and guidance as necessary.

**Key Duties**

* Respond in a timely manner to safeguarding concerns to ensure pupils are kept safe from harm.
* Pro-actively work with families and other agencies through joint planning and monitoring of their arrangements for the safeguarding of children.
* Work with Academy staff, the Local Authority and other agencies to secure good outcomes for children and families especially those pupils who are deemed vulnerable including those with formal plans.
* Report to the Safeguarding Lead on all safeguarding concerns to ensure they retain oversight of Safeguarding within the school.
* To take a lead role in the delivery of safeguarding and child protection across the Academy.
* To be a source of expert safeguarding advice within the academy and the first point of contact when significant issues arise.
* To ensure safeguarding processes and practice are in line with legislative and organisational developments.
* To contribute to the promotion of the general progress and well-being of students and staff within the Academy.
* To support students and families who are vulnerable and at risk
* Work with the attendance, inclusion and student support teams to ensure the safeguarding and wellbeing of students.
* Conduct home visits and hold family meetings to support students and the wider community.
* Home visits and other community outreach work will require you to have a full clean driving licence, business insurance and the use of a reliable car.
* Meet regularly with the Safeguarding Team and the SLT to share key information on casework and on the Academy’s approaches to safeguarding and child protection in general.
* Ensure the Headteacher, Deputy Headteacher (Designated Safeguarding Lead) are informed of all serious safeguarding issues on the day they arise.
* Take part in strategy discussions and inter-agency meetings and contribute to the assessment of children.
* Advise and support the Safeguarding Teams, other members of staff on child welfare and child protection matters.
* Work in close collaboration with the Academy’s Attendance and Student Services Team.
* Attend relevant training/refresher courses and forums to reinforce and enhance safeguarding knowledge and practice and disseminate to colleagues. Investigation:
* Ensure that safeguarding incidents across the Academy are logged, and stored securely
* Participate in safeguarding investigations, working with relevant agencies and report to appropriate authorities.
* Take on a designated list of students for mentoring (training will be provided).
* Ensure students are referred and participate in appropriate support within and beyond the academy.
* Advise on cases by considering the needs of the individual, ensuring that there is a child centred approach rather than a purely policy driven focus.
* Refer to the local authority children’s social care supporting staff who make referrals to local authority children’s social care.
* Refer to the Channel programme where there is a radicalisation concern supporting staff who make referrals to the Channel programme.
* Attend multi-agency meetings.
* Provide information for and author Common Assessment Framework assessments as directed and liaise with CAMHS regarding the support for children.
* Ensure that accurate and secure records are maintained using CPOMS.
* Ensure that the safeguarding policies and related policies and procedures are followed.
* Keep up to date with legislative, policy and guidance developments in safeguarding.
* Contribute to the analyse safeguarding data and produce reports, and make recommendations to inform practice, processes and systems.
* Develop and maintain excellent working relationships across the academy, providing expert input and guidance to influence the development of Safeguarding practice.
* Act as a source of support, advice, and expertise to staff and volunteers across the academies.
* Act as a champion of the safeguarding policy and procedures by ensuring all staff/volunteers have access to and are aware of their responsibility as well as how to implement the policy and procedures.
* Liaise with relevant agencies such as the Local Authority Designated Officer and police.

**Generic Responsibilities for All Support Staff Roles**

* To play a full and active part in the life of the school through contributions to initiatives, student facing projects and extra-curricular events, where appropriate or reasonably requested.
* To complete duties such as: lunch or break supervision, before or after school duties as directed by the rotas.
* To undertake CPD that is relevant to role and working with students and families.
* To complete first aid training and be part of the first aid rota.
* To work collaboratively and supportively with colleagues to achieve the vision and mission of the academy.
* To undertake reasonable requests from the academy headteacher.

**Person Specification**

**Professional Knowledge, Experience and Understanding**

* Experience of working with young people and a good understanding of safeguarding
* Willingness to participate in further training and development opportunities.
* Experience of using software to produce a range of professional documents.

Essential Abilities and Skills

* Significant organisational and administrative skills, supported by a proficiency with ICT
* Excellent verbal and written communication skills, including telephone manner, tact, diplomacy and confidentiality.
* Excellent interpersonal skills and solution focused approach to professional relationships.
* Ability to consult and negotiate with external agencies to reach the best outcomes for children and young people.
* Ability to work under pressure and meet deadlines whilst still being polite and reasonable.
* The ability to build and maintain relationships with the whole school community.
* The ability to work in a demanding environment, meeting tight deadlines by prioritising and delegating as necessary.
* Strong listening skills and the ability to deal with sensitive situations with integrity.
* Ability to work as part of a team and demonstrate initiative.

**Essential Personal Qualities**

* A commitment to working in a busy Academy environment.
* A commitment to safeguarding and promoting the welfare of all young people.
* A willingness to challenge opinion, where necessary, and to drive the Child Protection agenda.
* A willingness to undertake DSL training to have an in-depth knowledge of safeguarding policy and procedures.
* Flexible, motivated and committed to high standard of working, with a willingness to take on additional duties.
* Good attendance and punctuality.
* Adaptability to changing circumstances and ability to embrace and champion new ideas.
* Resilient and determined to achieve goals.
* Committed to the ethos of the Academy.
* Emotionally resilient.

**Essential Equal Opportunities Awareness**

* A commitment to equal opportunities, awareness of diversity issues and a positive and non-discriminatory approach.
* A commitment to working in a multi-cultural environment and with students from diverse backgrounds and abilities.
* A commitment to working in a flexible and collaborative manner with all members of the Academy community.