



STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

STUDENT SUPPORT & FAMILY WELFARE OFFICER

JOB DESCRIPTION

JOB PURPOSE:

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure environment enriched with the values of discipline, mutual care and respect which extends beyond the school into the wider community.

JOB SUMMARY:

1. Lead on family liaison and support, working with parents, students, and the wider community.
2. Support students who have mental, physical, emotional or safeguarding challenges and their families, to engage with and be successful in school.
3. Establish and develop a professional service to support the school in raising attendance, investigating persistent absences and improving punctuality.
4. Build intervention strategies for a wide range of issues that students and their families can face, for example, bullying, learning difficulties, mental health issues (including familial ones that affect them), social and financial disadvantages, being a young carer, overcoming adverse childhood experiences and trauma.
5. Act as the school's mental health and trauma informed practice lead.
6. Support the Pastoral team with the implementation of the above interventions.
7. Provide 1:1 and small group support for students and parents.
8. Liaise with and refer into multi-agency partners such as social care, police, family support and 3rd sector organisations, to identify and provide support and interventions for students in their families and to hold external partners to account for the effectiveness of the support given.
9. Research best practice in children and family wellbeing and the development of parenting and use this information to inform and shape practice within the school.
10. As part of the safeguarding and pastoral team, play a key role in all aspects of safeguarding within the school, acting in the role of Deputy Designated Safeguarding Lead (DDSL) and fulfilling the job description for the role outlined in the school's safeguarding policy.
11. Update the relevant school systems in relation to the work completed within the role to ensure that information is recorded accurately. E.G. CPOMs, SIMS / BROMCOM etc.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Student Welfare Administration:

- 1.1 Be responsible for a caseload as allocated by a line manager to meet the aims and objectives of the school.
- 1.2 Write reports and use other documentation as necessary and appropriate.

- 1.3 Contribute to and maintain case records, as they are required by policy and good practice.
- 1.4 Evaluate risk of harm and failure to protect children, reporting any concerns in line with safeguarding policy and procedures and ensure that all activities are conducted to ensure children's safeguarding is at the heart of all work undertaken.
- 1.5 Maintain a high standard of practice, maintain professional boundaries and work within the policies and procedures.
- 1.6 Work in partnership with other partner agencies to ensure effective delivery of the service to the benefit of the family and the community.
- 1.7 Advise and assist families in obtaining all necessary benefits, payments, health care and all other services to which they are entitled.
- 1.8 Establish links and networks in the community to identify additional community support for the families.
- 1.9 Work in a flexible manner to ensure maximum effectiveness of the service.
- 1.10 Undertake any other related duties and responsibilities as may arise.
- 1.11 Acquire and maintain a working knowledge of the statutory framework relating to school attendance, child employment, child protection and special needs in order to be able to offer informed advice to parents, school staff, governors and others.
- 1.12 Liaise with the Pastoral team, DSL and SENDCO, support the attendance team and attend meetings with parents where attendance is a concern, record & log all meetings and send letters home on a half termly basis.
- 1.13 Look at new strategies to engage parents and students to improve attendance, through coordinating parent hubs / coffee mornings where possible, liaising with members of the pastoral team / outside agencies.
- 1.14 Undertake training on, utilise and maintain SIMS Attendance and Behaviour modules effectively.
- 1.15 Assist staff in contacting parents and students where necessary and liaising with staff on outcomes.
- 1.16 Liaise with pastoral, safeguarding, child protection colleagues as part of the admissions process as required.
- 1.17 Liaise with other schools as part of the admissions process in order to obtain information.
- 1.18 Support the Pastoral team with the update and upkeep of the whole school medical register, Individual Health Care Plans (IHCP) and School To Administer Medicine Forms (STAMF).
- 1.19 Administer first aid to students & support the welfare of students who are ill or require medical attention as required.

2. Relationships and Communication

- 2.1 Respond to staff, student, parent and other stakeholder queries in a timely and professional manner.

3. Other Responsibilities

- 3.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 3.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 3.3 Contribute to the wider life of the Trust and the Star community.
- 3.4 Carry out any such duties as may be reasonably required by the Trust.

4. Records Management

- 4.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that

records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'



STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	Degree or equivalent professional qualification in Social Work.	E	✓	
2.	5 A*- Cs at GCSE including English and Maths.	E	✓	
3.	A-Levels or equivalent qualification in school or business administration.	E	✓	✓
4.	First Aid (or a commitment to obtaining).	E	✓	
5.	Evidence of Continuous Professional Development.	E	✓	
EXPERIENCE				
6.	Experience of working with young people/ families. Advocating on behalf of children and families.	E	✓	✓
7.	Experience of working in partnership with other agencies.	E	✓	✓
8.	Experience of undertaking assessments and formulating support plans and delivering services in the community.	E	✓	✓
9.	Experience of using SIMs or other Management Information Systems.	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
10.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	E	✓	✓
11.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓
12.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
13.	Maintain a positive relationship with students, staff, parents and members of the community.	E	✓	✓
14.	Strong verbal and written communication skills.	E	✓	✓
15.	Hold a clean driving licence, have a category D1 on licence and willing to drive school minibus.	E	✓	✓
16.	Ability to motivate and challenge families to change behaviour.	E	✓	✓
17.	Ability to develop, implement and co-ordinate support plans.	E	✓	✓
18.	Ability to devise and deliver a support package based on and tailored to meet the needs of a family.	E	✓	✓
19.	Ability to plan, evaluate and prioritise work with families.	E	✓	✓
20.	Ability to maintain accurate records, assessment reports and follow administrative procedures.	E	✓	✓
21.	Understanding of causes and effects of stress on families. Understanding of issues affecting adolescents.	D	✓	✓
22.	Knowledge of the problems/ issues faced by young people/ families from socially and economically disadvantaged groups.	E	✓	✓
23.	Basic understanding of adult and child protection issues.	E	✓	✓
24.	Understanding of the role of other agencies / professionals.	D	✓	✓
PERSONAL QUALITIES				
25.	A passionate belief in the school's mission statement.	E	✓	✓
26.	Strong team working skills.	E	✓	✓
27.	Highest levels of professional and personal integrity.	E	✓	✓
28.	Excellent interpersonal skills.	E	✓	✓
29.	Personal resilience, persistence and perseverance.	E	✓	✓
30.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
31.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
32.	A strong commitment to the Trust value of 'Service'.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
33.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
34.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
35.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
36.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
37.	Sympathetic to and supportive of the Mixed Multi-School Trust Model and ethos of the Establishment.	E	✓	✓