

THE PARTNERSHIP TRUST	
JOB DESCRIPTION & PERSON SPECIFICATION	
POST TITLE: Communication Support Worker (CSW), Finding Futures	GRADE: BANES GRADE 6 (SCP 18-22)
RESPONSIBLE TO: Head of Finding Futures	
DATE: July 2026	

JOB PURPOSE

To provide high-quality communication support and facilitation for a deaf learner, ensuring full access to a Supported Internship programme across both classroom learning and work placements.

The role will enable the learner to understand, participate, and develop independence in preparation for employment.

MAIN DUTIES AND RESPONSIBILITIES

1. Communication & Interpreting

- Provide communication support using appropriate methods (e.g. BSL, SSE, lip speaking, note-taking)
- Interpret information from tutors, employers, and colleagues
- Adapt language and communication to ensure understanding
- Support two-way communication in all settings

2. Workplace Support

- Support the learner to access work placements and employer-led activities
- Facilitate communication between the learner and workplace staff
- Support understanding of workplace instructions, routines, and expectations
- Assist the learner in developing confidence in workplace interactions
- Gradually reduce support to promote independence

3. Learning Support

- Support access to classroom-based sessions
- Adapt materials and information
- Check understanding and reinforce key learning
- Encourage participation in group activities

4. Independence & Development

- Promote independence and self-advocacy skills
- Support development of communication strategies for real-world situations
- Encourage confidence in engaging with new people and environments

5. Collaboration

- Work closely with tutors, job coaches, and support staff
- Liaise with employers to ensure effective support
- Attend reviews and contribute to progress discussions

6. Monitoring & Reporting

- Maintain accurate and timely records
- Provide feedback on progress, challenges, and support strategies
- Contribute to planning and review processes

7. Professional Responsibilities

- Maintain confidentiality at all times
- Follow safeguarding and health & safety procedures
- Work in line with organisational values and policies
- Engage in training and professional development

This role requires flexibility to work across college sites and external employer placements, supporting the learner in real-world vocational environments

PHYSICAL EFFORT

The postholder will be expected to undertake bending, stretching and lifting in the course of their duties, e.g. preparing the classroom, displaying pupils' work, assist pupils during lesson times, engaging in activities led by the teacher. There may be an increased level of physical effort required for children with personal or specialist needs.

WORKING ENVIRONMENT

During occasional periods of supervision, there will be an expectation that the postholder will be exposed to heat and cold which on occasions, for example adverse weather conditions, may be higher than normal.

GENERAL

The postholder will be expected to undertake any appropriate training provided by the Trust to carry out any of the above duties.

The postholder will be expected to contribute to the protection of children as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.

The postholder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.

The postholder will follow the Code of Conduct.

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced Disclosure and Barring Service (DBS) Certificate is required for this post prior to commencement

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A CSW qualification. • a minimum of 3 GCSEs grades 9 to 4 (grade A* - C), including English Language and Mathematics or equivalent 	<ul style="list-style-type: none"> • Hold A level or above [or equivalent] in English &/or Maths. • Higher level of/ qualification in BSL. • Other relevant qualifications (relevant to deaf learners)
Experience	<ul style="list-style-type: none"> • Supporting individuals with hearing impairment or communication needs • Experience in education, training, or employment support settings • Applying communication strategies in real-life environments 	<ul style="list-style-type: none"> • Experience supporting employability programmes • Experience working with employers or in workplace settings • Experience of working with SEND young people • Job coaching experience
Knowledge and Skills	<ul style="list-style-type: none"> • Understanding of deaf awareness and communication approaches • Awareness of supporting learners into employment / independence • Understanding of safeguarding and professional boundaries • Ability to interpret and facilitate communication effectively • Ability to adapt communication for different audiences (education and workplace) • Strong relationship-building skills with learners and employers • Ability to promote independence (not over-support) • Organised with good record-keeping 	

Personal Qualities	<ul style="list-style-type: none">• Patient, encouraging, and respectful• Flexible and able to adapt to changing environments• Professional and reliable• Confident working independently in community/work settings	
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