

## Job Description and Person Specification

<b>Role</b>	Child and Family Support Worker
<b>Grade and Range:</b>	Grade 5, Points 15 to 22
<b>Accountable to:</b>	Head Teacher

### Position Overview

This position involves working closely with the Senior Leadership Team (SLT) to provide family-centered support, remove barriers to children's learning, and promote positive learning behaviors across the school. The role requires collaboration with staff, parents, and external agencies to coordinate provision, early intervention, and safeguarding of children. This includes serving as the Designated Safeguarding Lead within the school, facilitating effective links between families and the school, making appropriate referrals, and maintaining a working knowledge of provision for specific groups of pupils. The position also involves using IT applications and databases effectively, prioritizing work to meet conflicting deadlines, and utilizing tact and diplomacy in communication with children and families.

### Main Duties

1. To work alongside the Senior Leadership Team (SLT) to provide family centered support in order to remove barriers to children's learning
2. Work alongside staff, providing support and signposting services to families
3. To help promote positive learning behaviours across the school
4. To work with the school's inclusion team to help coordinate provision
5. To liaise with parents, as required, supporting with the welfare of children or home/school liaison matters
6. To prioritise work to meet conflicting deadlines
7. To use IT applications and databases effectively to deliver administrative tasks
8. To operate the range of school management information systems as required
9. To input and retrieve data using computerised systems
10. To collate and prepare information from a variety of sources
11. To communicate effectively with internal & external stakeholders in relation to work undertaken
12. To liaise with and support parents with regards to early intervention and safeguarding children
13. To communicate effectively with internal & external stakeholders in relation to student absence
14. To ensure children access the early help that they need to further improve outcomes, including attendance management
15. To liaise with academy staff and external agencies to identify pupils at risk of disaffection and to devise, implement and evaluate plans put in place
16. To work with the SLT/School Office to develop and implement attendance strategies and plans for non-attenders
17. To build up detailed knowledge of the external agency support available, serving as the initial point of contact for families
18. To support the speedy and effective transfer of information between school, agencies and services

19. To undertake and implement the role of Designated Safeguarding Lead within the school
20. To maintain regular contact with families and carers of children receiving support and encourage family involvement in terms of children's learning
21. To identify parents/carers and children who require transition support and liaise with appropriate school staff and external agencies to ensure appropriate support is in place in order to achieve a smooth transition
22. To liaise with SLT and attend meetings as required
23. To liaise with the SENDCo to ensure a coordinated approach to inclusion
24. To participate in meetings as a school representative with external agencies
25. To work with others to help improve work organisation and effectiveness
26. To utilise tact and diplomacy in communication with children and families and to exercise an empathetic approach when dealing with sensitive situations
27. To ensure that record keeping in relation to individual casework and team activities is maintained to the required standard and statistical data is readily available for monitoring and evaluation purposes
28. To assist SLT in preparing referrals for Early Help
29. To follow the school's procedures and protocols for outreach work for individuals or groups of children
30. To adhere to strict guidelines of data protection, safeguarding and child protection as well as confidentiality

### **Child Protection and Safeguarding**

1. To follow all Child Protection and Safeguarding policies and procedures
2. To serve as a Designated Safeguarding lead.
3. Undertake relevant continuing professional development (CPD) training to fulfil the role
4. To facilitate effective links between families and school, including setting up meetings in school, accompanying children to meetings and being the school representative where appropriate
5. To make strategic decisions in liaison with the school and external agencies
6. To represent school at Child Protection case conferences, review meetings and core group meetings to plan and advise on future actions
7. To develop and promote effective working relationships with all other external services and those agencies involved in safeguarding children, including the statutory agencies such as Social Care and Starting Point.
8. To maintain a working knowledge of provision for specific groups of pupils such as those children with complex needs, as well as Looked after Children
9. To make appropriate referrals to external agencies including Starting Point and Early Help.
10. To develop robust systems to record all issues related to children, subject to Social Care involvement
11. To be responsible for writing Early Help Assessment Forms (EHAFs) for identified children and liaising with appropriate staff to gather necessary information
12. In liaison with staff, produce reports for external agencies
13. To undertake home visits as necessary, following academy procedures and guidelines
14. To support the SLT with providing evidence for external safeguarding audits

17. Support teaching staff in their understanding, use and production of inclusion or Child Protection information
18. Undertake any training as identified by the SLT and Governing Body

#### General Duties

1. Undertake any other duties as reasonably required by the SLT and Governing Body
2. Contribute to the wider life of the school community
3. Undertake essential CPD as appropriate
4. Keep up to date with developments, attending networks relevant to the role and communicate these to staff as required
5. Contribute to and follow agreed school policies and procedures
6. Appreciate and support the role of other professionals

#### Skills and Experience Required:

The following requirements will be assessed through either the Application Form (AF), during the Interview (I) or as part of an Assessment (AST).

	Essential	Desirable
<b>Qualifications</b>		
GCSE or equivalent in English and Maths	AF	
Knowledge of general office procedures and practice	AF/I	
Knowledge of Absence and Attendance protocols and policies		AF/I
Knowledge of Child Protection and Safeguarding Policies and Procedures	AF/I/AST	
<b>Experience</b>		
Communicating and working effectively, confidently and respectfully with senior colleagues whilst maintaining confidentiality	AF/I	
Previous experience of working within a school environment	AF	
Working within a partnership context, including co-ordinating collaborative activities and plans		AF/I
Working to support families in the home environment		AF/I
<b>Behaviours</b>		
Ability to communicate complex information at all levels	AF/I	
Ability to work under own initiative with sound personal, administration and time management skills	AF/I/AST	
Considerable personal enthusiasm, energy, integrity and professionalism		
Be flexible and open to change, enjoy working at a fast pace whilst maintaining professionalism and accuracy	AF/I	
Demonstrates resilience	AF/I	
<b>Skills</b>		
Excellent verbal communication skills	I	
Excellent written communication skills	AF/AST	
Excellent planning and organisation skills	I/AST	
Ability to prioritise and multitask whilst managing stakeholder expectations		



High degree of attention to detail	AST	
Excellent level of IT skills including Outlook and MS Office	AF/I	
Experience of using school IT systems e.g. SIMS		AF
Creating reports and spreadsheets and analysing data	AST	
<b>Attributes</b>		
Demonstrate an understanding of the Flying High Partnership vision and values and how they will/do align themselves	I	
Committed to own continuing professional development		AF/I
Committed to putting children's education first	I	
A commitment to abide by and promote the Trust's equal opportunities, health and safety and child protection policies	AF/I	
<b>Other</b>		
Occasional work outside normal working hours - prior notice given		I
Commitment to get stuck in with Partnership and Trust wide activities		I
Ability to travel to other Trust sites		I