



Job Title: Family Support Worker

Grade: Support Scale 4 or 5 (SCP 7 - 17) dependent on experience

Job Location: Hollymount School

Working hours: 35 hours per week; 8 – 4pm (with some flexibility required); term time only plus 5 training days plus 3 weeks

Responsible to: Head/ Deputy Headteacher

Core Purpose

To improve and enhance the opportunities and life outcomes for children and their families of the Black Pear Trust by providing advice and access to support services.

Job Context:

- To provide advice and support to families from across Hollymount School, in liaison with the Deputy Head.
- To provide advice and signposting to enable families to access universal and targeted services.
- To monitor and co-ordinate day-to-day attendance of identified children.
- To liaise with the appropriate senior leader to devise attendance support plans and to be fundamental in the implementation of them.

Job Purpose:

- Working preventatively with identified families to support early intervention by signposting support and guidance in times of change and stress.
- To raise the attendance and punctuation levels of targeted children.
- To work with other educational providers to support effective transition for vulnerable children and families.
- To run drop-in sessions for families in order to improve well-being.
- To liaise with relevant agencies to improve swift and easy access to statutory and voluntary services.
- Support the professional development of staff.

Key responsibilities

- Develop home/ school links to encourage good communication between school and families.
- To work alongside families to support the improvement of punctuality and attendance, following agreed support plans.
- Support families to access information and benefits.
- Provide practical help and emotional support for families, particularly at times of crisis.
- Organising meetings and drop-ins at appropriate times with relevant families.
- Engaging families in activities which supports children's learning

Key responsibilities continued

- To have a robust understanding of, and adhere to, agreed policies and procedures for children protection, safeguarding and lone working.
- To attend children's services meetings, as appropriate, to share relevant information.
- To liaise with agencies in order to provide information and support for parents and carers.
- Maintain an up-to-date knowledge and awareness of current legislation and initiatives related to the role.
- To work within equal opportunities and anti-discriminatory frameworks.
- To take responsibility for own learning and professional development and to attend training as required.

Co-ordination and liaison with others:

- To liaise on a regular basis with the deputy head(s) and appropriate staff to share and report information
- To be responsible for carrying out agreed and appropriate actions following meetings.
- Work alongside relevant professionals such as school nurse, adult education leads in order to work effectively together
- Keep careful and high-quality records of meetings and agreed actions.
- To monitor and evaluate the effectiveness of the work and providing reports, as required.
- To identify needs and advocate the development of new work in the area to meet these needs.

Person Specification: Family support worker	
Essential	Desirable
Experience and Knowledge	
• Experience of engaging and working with families. • Experience of working with young children and their families.	• Work in or liaison with statutory and voluntary agencies. • Work with or in primary schools
Education and Qualifications	
• GCSE or equivalent grade 4/ C or above in Maths and English. • NVQ Level 3 or above in Family Support, Social Work, Childcare, Play Work, Community Development or Children's Health	• 5 GCSEs, or equivalent at grades 9 – 4 (A* - C) • Mental Health First Aid Certificate
Abilities and Skills	
• Integrity and respect for confidentiality • Knowledge of and ability to provide for children's development needs. • Ability to promote positive parenting skills and self-esteem. • Community engagement skills. • Understanding of the issues related to disadvantaged sections of the community. • Ability to communicate fluently in English – both oral and written • Ability to write detailed records and reports. • Sympathetic understanding of situations involving high levels of family stress. • Working knowledge of child protection and domestic violence. • A caring and pleasant approach to work and people. • A positive approach to difficult situations and challenges. • Ability to work both on own initiative and cooperatively as part of a team. • Ability to work in a non-discriminatory, sensitive and respectful way. • Patience and consistency in working with children and adults.	• Ability to speak a second language that reflects the local community. • IT skills (Microsoft office, Teams, email)

• A good sense of humour and ability to move on positively from a difficult situation. • The ability to celebrate small steps of progress. • Commitment to community participation and to developing quality services. • Good organisational and planning skills. • Ability to work flexibly including occasional evenings and weekends. • Full, clean UK driving licence and use of a car for work purposes.	
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