

**Part A - Grade & Structure Information**

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| **Job Family Code** | **7CLES** | **Role Title** | **Family Support Worker** |
| **Grade** | **P7** | **Reports to (role title)** | **Assistant Head** |
| **JE Band** | **228-268** | **School** | **The Howard Partnership Trust** |
| **Date Role Profile created** | **May 2021** |
| **Part B - Job Family Description**  The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis. | | | |
| **Role Purpose**  including key outputs | | To improve the life outcomes and opportunities for school-aged children and their families by providing a range of family support interventions and activities.  Key deliverables include:   * Working directly with children and families, individually and in groups, particularly focusing on parenting skills, behaviour management and practical supports. * Supporting teachers in facilitating the emotional and educational development of targeted children. * Supporting the Senior Leadership Team in delivering mental health and wellbeing intervention activities for pupils. * Understand the assessment process for providing early help and intervention. Attending and contributing to child protection case conferences, CIN meetings and TAF meetings effectively when required to do so. * Be willing to undertake the Designated Safeguarding Training and be part of the Safeguarding Team. * Keeping clear records on meetings and contacts, recording actions to be taken. * Actively encourage and support parents to fully engage with school by attending meetings in school etc. * Work with the Attendance Officer and IWO to help improve pupil attendance. * Help parents understand the EHCP process and other SEN issues. * Support families/the child/the school to access grants and information needed to fully engage with school. * Following discussions with other professionals, carry out home visits to provide co-ordinated support for families and children. | |
| **THPT Work Context and Generic Responsibilities** | | Maintain confidentiality in and outside of the workplace.  Be pro-active in matters relating to health and safety and report accidents as required.  Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance.  Uphold and support the School’s Policies and procedures on the Safeguarding of young people. | |
| **Line management responsibility**  if applicable | | N/A | |
| **Budget responsibility**  if applicable | | N/A | |
| **Representative Accountabilities** Typical accountabilities in roles at this level in this job family | | **Support delivery**  • Assist with the delivery of relevant schemes of work, delivery and assessment.  • Deliver a range of operational support for existing systems or processes to agreed standards, to maximise quality of teaching & learning.  • Support more senior staff in classroom management and behaviour techniques.  • May carry out personal care routines as appropriate.  **Planning & Organising**  • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.  **Policy and Compliance**  • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.  **Work with others**  • Respond to and resolve enquiries and problems, judging when to pass on complex issues or involve others, to provide an effective support and clear advice to colleagues and customers.  • Report any concerns, problems or incidents, e.g. safeguarding, behaviour in accordance with relevant reporting procedures.  • Guide and/or supervise staff in their duties to facilitate their development and ensure standards are maintained.  • Communicate and liaise with service users and/or external contacts, representing the team/service as required.  **Resources**  • May assist in the management of a small budget or recovery of income.  **Analysis, Reporting & Documentation**  • Collate data, prepare reports/statistics to meet statutory/management information requirements.  • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.  • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team’s objectives.  **Duties for all**  Values: To uphold the values and behaviours of the organisation.  Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote  equality of opportunity.  Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and  take reasonable care for the health and safety of themselves and others.  **The Core National Standards for Supporting Teaching & Learning**: To understand and carry out  role in line with agreed standards, expectations & qualifications.  Contribute to and influence children’s learning and personal development.  To have regard to and comply with safeguarding policy and procedures. | |
| **Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics** | | • Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level.  • Knowledge of relevant technical area including, where appropriate, relevant practical skills & relevant qualifications at Level 3 or 4  • Understanding of relevant regulations, processes and procedures and issues relating to the service user group.  • Competent in a range of IT tools.  • Good written and oral communication skills with the ability to build sound relationships with customers.  • Ability to apply specialist skills/judgement to undertake a programme of works.  • High level analytical and organisational skills.  • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.  • A methodical approach to tasks, recording and reporting.  • Typically previous work experience in a relevant environment.  • Experience of staff supervision where appropriate. | |
| **Details of the specific qualifications and/or experience if required for the role in line**  **with the above description** | | Experience of working within a school or similar setting.  Experience of working with families.  Knowledge of child development  Knowledge of referral routes and how to raise concerns.  The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).  THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. | |
| **Role Summary** | | Roles at this level typically provide specialist support. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but  clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and  support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve  problems and behaviour based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or programme delivery which may  require more specialist knowledge or experience. Responsibility may include management of resources and/or area of work. | |

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