

JOB TITLE:	Family Support Worker
GRADE:	Band C, Point 12-20
REPORTS TO:	SENCo / Headteacher
SUPERVISES:	None
RELATIONSHIPS:	Class Teacher, Headteacher, School Staff, Pupils and Parents, School Governors, LA Personnel, Visitors, Health Visitor, Social Care

JOB PURPOSE

To assist in promoting high achievement by working in partnership with families, parents, carers and pupils in a school context to enable all pupils to have full access to educational opportunities and overcome barriers to learning and participation.

To work directly with parent/carers in a non-judgemental way, empowering them and their families to get the most out of the educational opportunities available. The Family Support Worker will focus their work on engagement and early intervention activities.

PRINCIPAL ACCOUNTABILITIES

main duties are listed , others may be required at a similar level and nature

Parenting Support and information

- Promote high-quality parenting at home, such as by encouraging conversations between parents and their children.
- Support parents of children with early signs of social, emotional, health or behavioural issues, and work with them, school staff and other support agencies to prevent problems worsening and interfering with the child's ability to engage with school and learning.
- At the request of parents and the school, talk to children experiencing difficulties and convey the voice of the child to parents and school staff.
- In partnership with parents, identify the need for support groups or parenting classes for those wishing to enhance their relationship with their children and deal positively with discipline, conflict and other issues.
- Offer practical support and advice to parents.

Parental engagement with their child's learning

- The Family Support Worker will work with parents in a school context, supporting them and building their engagement with their child's learning.
- Support parents and their children through transitions to ensure continual engagement with school and learning.
- Encourage good relations and effective dialogue between parents and teachers regarding children's progress.
- Ensure parents feel confident to engage with their child's learning by facilitating and arranging family learning opportunities at the school and organising parent/child outings and trips.

School Attendance and Exclusions

- The Family Support Worker will work alongside the Pupil Services Officer to identify parental reasons for their children's non-attendance and work with families and others to achieve regular attendance and reduce exclusion.
- Give close attention to early identification and prevention of absence habits.
- Work with parents to identify why their children are not achieving full attendance. Ascertain the probable causes of the absences and suggest and assist in the implementation of plans/action to resolve the situation, working closely with school staff, the child and family.
- Work closely with the School Attendance Support Team (SAST).
- Carry out home visits where appropriate to support parents in encouraging their children to maintain full and regular attendance.

Reporting

- Keep records and all documentation pertaining to meetings/contact with children and young people and their families.
- Conduct reviews and assessment of the effectiveness of the work being carried out, including evaluation of parenting courses by the delegates.
- Keep informed records of all action taken to improve the attendance of pupils.

Liaison and other agencies

- Participate in internal and cross-organisation working groups as appropriate for exchange of information and best practice.
- Attend such meetings as may be required to further improve attendance, help to inform other services, or further develop the role.
- Keep up to date on the range of agencies working locally in order to maintain knowledge of services to which parents may be signposted.
- Work closely and effectively with other local agencies in meeting the needs of parents and their children e.g. through engagement with the CAF process, etc, as appropriate.

Pupil Welfare, promoting the medical and physical welfare of pupils

Medical Information

- Update and maintain all medical information relating to pupils and staff, ensuring that all policy and DFE guidelines are adhered to.
- Staff to be made aware of any changes to medical information.
- Medical questionnaires to be given to all new nursery and reception parents prior to starting school and to any new pupils during the year. Liaise with parents/carers regarding any new information received via questionnaires.
- Medical information to be entered onto Arbor.

Health Care Plans

- Complete Health Care Plans relating to long term medical conditions for pupils and staff.
- Temporary Health Care for pupils and staff with temporary medical issues i.e fractures, post op etc.
- Inform all relevant staff and ensure support is implemented when needed for pupils.

Medication

- Manage medication in school, ensuring that all policy and DFE guidelines are adhered to.
- Informing parents/carers regarding school procedures for medication, consent forms are completed correctly.
- Informing staff regarding managing medications, both pupils and their own on site.
- Safe storage of medications required by pupils during the day.
- Assist with medications that need to be given to pupils and maintain medication log.
- Inform parents when medication is low/taken.

FAMILY SUPPORT WORKER - PERSON SPECIFICATION

Factors	Essential	Desirable
1.Qualifications	• 3 or more GCSEs at Grade C or above, including English and Math • Excellent command of written and spoken English • Equivalent experience in a similar role	
2.Training	• Evidence of continuing professional development	
3.Experience	• Managing change projects • Managing Teams • Managing HR	• Experience of working within an educational environment
4.Knowledge and Skills	• Able to deliver services and systems applicable for effective school management • Knowledge of Arbor and other platforms and spreadsheets • Able to deliver value for money initiatives • Able to understand national and regional education services and deliver appropriate strategies • High level IT skills including Word, Excel, and with the ability to train and develop others • Knowledge and thorough understanding of the Freedom of Information and Data Protection legislation and of confidentiality issues	• Understanding of educational enterprise issues • Understanding of promoting positive relationships within the wider school community

4. Personal Qualities	• Able to demonstrate a confident and professional attitude • Highly developed interpersonal skills including influencing skills • Willingness to constructively challenge the work of self and others to continually improve own and team performance • Able to work with attention to detail and have the ability to prioritise and delegate workloads to meet strict deadlines • Flexible, hardworking and committed and responsive to change • Team leader and team player	
5.References	• Two supportive educational references	