

FAMILY SUPPORT WORKER

GRADE & SALARY: SCALE 6 (Point 18 – 20) £36,345 – £37,437 (Full time salary)

CONTRACT: Term Time Only + 2 weeks, 35 hours per week

TEAM: Family Services Team

RESPONSIBLE TO: Deputy Headteacher, Safeguarding and Inclusion

Purpose of the role

The purpose of the role is to provide effective pastoral care and wellbeing support to our pupils and families.

The successful candidate will contribute and support our vision that 'all children can achieve success', working in collaboration with the Designated Safeguarding Lead, Senior Family Support Worker and Deputy DSLs in line with school safeguarding procedures and Keeping Children Safe in Education guidance.

KEY RESPONSIBILITIES

INCLUSION AND SAFEGUARDING

- Liaise with the Designated Safeguard Lead within the school to help deliver the schools children protection policy and procedures.
- Commitment to a duty of care to safeguard and promote the welfare of all children within the school and to ensure the school's safeguarding procedures are complied with.
- Represent the school, and advocate for families and children, at children protection meetings.
- Respond in a timely manner to safeguarding concerns, working proactively with parent/carers and other agencies.
- Work collaboratively with class teachers and others to secure good outcomes.
- Maintain accurate, confidential and up-to-date documentation on all cases. Providing reports when required.
- Monitor, record and track level 2 threshold cases, providing regular updates to the DSL, triaging families to early help.
- Assist and support the Senior Family Support Worker and DSL in complex cases (level 3 and 4 threshold), this may include attending meetings, liaising across services and writing reports on behalf of the team.
- As a Deputy DSL receive and action Record of Concern forms,
- Support the DSL with the delivery of staff training in relation to safeguarding.
- Be a point of contact for colleagues to ask questions in relation to safeguarding.

FAMILY SUPPORT

- To signpost and provide targeted Early Help support. Triaging families to appropriate external services and support.
- Act as an advocate and mediator in confrontational situations, maintaining communication with children, parents/carers, school and other agencies.
- Initiating and participating in meeting to discuss and develop ways of resolving problems.
- Developing positive and constructive relationships with families with the aim of developing trust and positive outcomes for the children and families.

ATTENDANCE

- Coordinate with the Attendance Officer to monitor attendance of vulnerable children.
- To support the Attendance Welfare Advisor with persistent absence of vulnerable pupils.
- Communicate with vulnerable families and external partners to discuss absence.

ADMISSIONS AND TRANSITION

- To support new families that have been identified as vulnerable. To ensure the transfer of all information needed to provide a smooth transition is made available.
- Liaise with the relevant staff on new arrivals and their needs to ensure that provisions are in place to support the child's entry to the school.
- Support the inclusion team with the key transition points for vulnerable children as they move into new phases of their education.

GENERAL

- To carry out general administrative duties to fulfil the needs of the role.
- Respond timely to correspondence via email and telephone.
- To manage workload effectively and meet deadlines.
- To maintain confidentiality of information and sharing on a need-to-know basis.
- Adhere to school policies relating to Data Protection, respecting the privacy of personal information and storing this securely.
- To carry out duties with full regard to the Schools Code of Conduct and other policies.

PERSONAL SPECIFICATION

QUALIFICATIONS and PROFESSIONAL DEVELOPMENT

- English and Maths to GCSE Standard grades 4 or above
- A Levels or equivalent qualification

- Evidence of recent training relevant to a school and safeguarding e.g. Designated Safeguarding Lead training.

EXPERIENCE

- Professional experience, knowledge and understanding of working in the field of child protection.
- Experience of working in a multi-stakeholder environment.
- Experience of working in a similar role in a school (Desirable)

PERSONAL QUALITIES

- Commitment to promoting and embodying the ethos of 'What will it take?' along with the values of the school to achieve the best outcomes for all pupils.
- Commitment to unwavering professionalism, acting with integrity, honesty, loyalty, kindness and fairness.
- Confident to speak up for our families and negotiate with external partners on behalf of the school.
- Ability to work under pressure, be adaptable and prioritise effectively.
- Ability to build and maintain positive working relationships across the school, the wider community and with external partners.
- Commitment to maintaining confidentiality.

KNOWLEDGE AND SKILLS

- A clear and effective communicator including being a listener and a learner.
- Excellent verbal and written communication skills.
- Full working knowledge of KCSIE and wider Child Protection legislation.
- Ability to relate well to children and adults.
- Ability to persuade, motivate, negotiate and influence.
- Excellent knowledge of Microsoft Office and other safeguarding packages.