



Job Title:	Family Support Worker
Job Purpose:	<p>Family Support is for families with children at Merridale who need additional support to improve their life chances to achieve better health, education and socialisation. A preventative, early help and intervention approach supports families and children most effectively.</p> <p>Family Support Workers will apply multi-disciplinary skills in their work with families, depending on the identified level of need and demand on the service.</p> <p>Working together with Strengthening Families Workers, Social Workers and other professionals to implement practical and emotional support, promoting a strong culture of collaboration built through joint working and a shared vision in supporting the child and family.</p> <p>Delivery of direct work with children through their plans of support to ensure our focus is the voice of the child.</p> <p>Robust management of the plan of work with the family, reviewing this in a timely manner to prevent drift and escalation of concerns.</p> <p>To ensure that the provision of support service is of high quality and in accordance with the ethos and values of the school, current legislation and our Safeguarding and Child Protection policy as well as the latest edition of KCSIE.</p>
Reports To:	Headteacher, Senior Leaders and Governing Body
Main contacts:	Head teacher, Senior Leaders, classroom teacher parents/carers, external agencies.
Main Duties:	<p>Responsibilities and Tasks</p> <ul style="list-style-type: none"> • Family Support Worker to promote the ethos and values of the school, providing a warm and welcoming environment where children and families feel valued and learning is encouraged. • Family Support Worker will work in a non-discriminatory and culturally sensitive way in the delivery of support to all families. • Family Support Worker to provide effective support which enhances confidence and self-esteem of parents and carers, contributing to their personal development and providing an advocacy service where appropriate. • Family Support Worker will gain active involvement of parents and carers in the development of key skills in caring for and nurturing their children. • Senior leaders and teachers will identify children and families that would benefit from early Help support. • Family Support Worker to work with families, offering support, building relationships and understanding of community cohesion. • Family Support Worker will assess needs and identify areas of intervention required, updating senior leaders, ensuring delivery is achievable and effective.

	<ul style="list-style-type: none"> • Family Support Worker will ensure that CPOMS is effectively updated, assigning alerts where necessary. Written logs, actions and next steps recorded effectively, informing the monitoring and reviewing process. • Family Support Worker to use and access ECLIPSE as appropriate • Family Support Worker will be visible and available at the start and end of every school day to offer advice and support to families where appropriate. • Family Support Worker will update the Headteacher regularly, identifying areas of work completed. Report any concerns or significant changes relating to families and children to senior leaders as appropriate. • Family Support Worker to arrange review meetings and co-ordinate Early Help as appropriate. • Family Support Worker will complete home visits where appropriate. • Where appropriate or necessary, participate in Team Around the Family/Child, Early Help, Child in Need and case conferences as arranged by themselves or other agencies. • Family Support Worker will take responsibility for raising awareness of families in specific health issues, particularly those that relate to school/community areas of need such as home safety, development of children’s communication and language skills, healthy lifestyles. • Comply fully with Safeguarding and Child Protection policy and procedures. • Participate in professional development to ensure necessary skills, knowledge and understanding are kept up to date. • Assist staff and senior leaders in providing a flexible service that best meets the needs of the school community. • Undertake such other duties, agreed with senior leaders that are reasonable and consistent with the job purpose and role. <p>Management of referrals</p> <ul style="list-style-type: none"> • Refer cases of suspected abuse to the Local Authority children’s social care (MASH) as required • Support staff who make referrals to Local Authority children’s social care • Refer cases to the Channel programme where there is a radicalisation concern as required • Support staff who make referrals to the Channel programme • Refer cases where a person is dismissed or left due to risk/harm to a child to the DSL/LADO • Refer cases where a crime may have been committed to the Police as required • Ensure a child’s protection file/information is transferred to any new school/college as soon as possible. This should be transferred separately from the main file, ensuring secure transit and confirmation of receipt should be obtained <p>Communication</p> <ul style="list-style-type: none"> • To establish and maintain effective lines of communication between school and home. • Follow agreed policies for communications in the schools.
<p>Working with and supporting children</p>	<ul style="list-style-type: none"> • Support the safety and welfare needs of children. • Nurture positive relationships with children that promote emotional well-being, confidence and self-esteem.

	<ul style="list-style-type: none"> • Promote positive values, attitudes and behaviour towards others • Work with colleagues to provide safe and stimulating learning environments where children can learn effectively. • Ensure that students are aware where to go for support for all safeguarding matters • To work with Merridale staff to co-ordinate support for identified vulnerable children and their families • To monitor those children identified as Children & Young People in Care • Manage a referral and assessment process in allowing students to access support • Organise appropriate interventions to support students in collaboration with Headteacher at Merridale Primary School • To work with the Safeguarding Team at Merridale to process support and intervention as required • Ensure that accurate records are kept of support given to students through CPOMS • Liaise with the appropriate staff to evaluate the impact of interventions and support
<p>General requirements</p>	<p>Other Duties – The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post.</p> <p>Health & Safety – The postholder is required to carry out the duties in accordance with the School’s Health and Safety policies and procedures.</p> <p>Equal Opportunities – The postholder is required to carry out the duties in accordance with the School’s Equal Opportunities policies.</p> <p>Safeguarding – Employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work. This post requires the postholder to undertake an Enhanced DBS check.</p> <p>School Ethos – contribute to the development and implementation of the overall vision of the school including compliance with policies and procedures. The postholder must maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with pupils, parents and colleagues.</p> <p>Training - The postholder is required to undertake appropriate and regular training and/or legislative/educational developments to maintain knowledge and improve practice.</p> <p>Confidentiality: Due to the nature of the work, strict confidentiality covers this post i.e. personal details of any kind or nature should not be disclosed to others unless required due to safeguarding.</p> <p>GDPR: The post holder must comply with all aspects of the GDPR policy, all policies and procedures for Merridale Primary School and any local or national legislation.</p>



Merridale Primary School Person Specification

Post Designation: Family Support Worker

Job Purpose and Role:

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Family Support Workers will apply multi-disciplinary skills in their work with families, depending on the identified level of need and demand on the service.

Working together with Strengthening Families Workers, Social Workers and other professionals to implement practical and emotional support, promoting a strong culture of collaboration built through joint working and a shared vision in supporting the child and family.

Delivery of direct work with children through their plans of support to ensure our focus is the voice of the child.

Robust management of the plan of work with the family, reviewing this in a timely manner to prevent drift and escalation of concerns.

To ensure that the provision of support service is of high quality and in accordance with the ethos and values of the school, current legislation and our Safeguarding and Child Protection policy as well as the latest edition of KCSIE.

Factors	Essential Key Skills	Demonstrated
Qualifications	<p>NVQ Level 3 or higher (or equivalent) in relevant area e.g. Education , Health or Social Care, Community development e.g. CACHE NNEB) BTEC National Diploma in Nursery Nursing, RGN or Diploma in Youth and community Work</p> <p>Appropriate first aid training or willingness to undertake first aid training as appropriate.</p>	<p>Application Form Supporting statement Interview References Original qualification certificates</p>



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<p>Training</p>	<p>Evidence of continued professional development</p> <p>Willingness to undertake further training to provide appropriate services in relation to job role and Merridale school aims.</p>	<p>Application Form Supporting statement Interview References</p>
<p>Experience</p>	<p>Experience of working with children in an educational background and of working with vulnerable families</p> <p>Experience of working and engaging with families, individually, in groups or in home settings.</p> <p>Experience of liaising with external organisations on child protection matters</p> <p>Experiencing of conducting Early Help Assessments or similar and completing actions linked to these to support children and families.</p>	<p>Application Form Supporting statement Interview References</p>



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Knowledge and Skills	<p>Knowledge and understanding of current issues in family support, child development and parenting.</p> <p>An understanding of the differing cultural and religious needs of the school community</p> <p>Good time management/organisational skills</p> <p>Excellent understanding of child protection policies, procedures and the importance of safeguarding</p> <p>A commitment to safeguarding and promoting the welfare of children</p> <p>Effective verbal and written communication skills</p> <p>Ability to plan and prioritise casework</p> <p>Working knowledge of school procedures</p> <p>Good listener and empathetic</p> <p>Work constructively as part of a team</p> <p>Assertive and Proactive</p> <p>Flexible and adaptable approach to people and situations</p> <p>Able to work and communicate with others in confidence</p>	Application Form Supporting statement Interview References
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Merridale Primary School Person Specification

	Full, clean driving licence and use of a car	
Personal Qualities	<ul style="list-style-type: none"> ● Non-judgemental approach ● A commitment to the role and the families and children of Merridale Primary School ● Personal presence and high expectations of self ● Committed, dedicated and approachable ● Punctual ● Reliable, honest, efficient with good communication skills ● Self motivated and hardworking ● Enthusiastic team approach ● Able to respond to challenge ● Able to relate to pupils and adults at all levels ● Positive attitude to change ● Presentable appearance ● Friendly, out- going manner ● Sense of humour ● Ability to work on own initiative and under the direction of others 	Application Form Selection Procedure Supporting statement References
<p>Post holders must comply with the Council’s Equal Opportunities and health and safety policies and Data Protection 1988.</p> <p>Post holders must be highly knowledgeable about child protection and safeguarding procedures and policies.</p> <p>Any other duties appropriate to the grade of the post, subject to any reasonable adjustments under the Disability Discrimination Act.</p> <p>Post holders will be required to demonstrate the behaviours and attributes that support WCC core values.</p>		