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Job description and person specification: Family Support Worker

Job title: Family Support Worker

Location: Farnham Green Primary School

Salary: £25,629- £29,214 (actual salary £21,696 - £24,731)

Scale: LBR 4-5 (dependent upon experience)

Working Pattern: Monday- Friday 8.30am-4pm

Contract type: Full-time/ permanent – Term time (including INSET days) plus 5 days

Reporting to: Head of School

Main purpose

- To work closely with parents and carers to help overcome pupils' barriers to learning, whether inside or outside school. This will involve maintaining regular communication, putting interventions in place, and liaising with relevant staff and professionals to ensure parents and carers are consistently engaged in pupils' development and progress.
- To monitor and report on whole-school attendance data, analysing data to identify key areas of concern. To work closely with pupils, staff, parents and carers to reduce levels of absence.

Duties and responsibilities

Working with parents and carers

- Act as the lead point of contact for the parents/carers of pupils receiving additional support.
- Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise.
- Put interventions in place to encourage parents/carers' involvement in supporting pupils' development and progress.
- Keep up to date on the latest services available in the local area so you can promote and signpost parents/carers to these via a range of communication channels (e.g. social media, newsletters, in meetings, etc).
- Carry out home visits, where required.
- Implement and monitor progress of action plans, working with parents/carers to make adjustments to support as necessary.
- Provide personalised support for parents/carers to help manage transition for their child.
- Support parents/carers through the application process for accessing local services and help them attend relevant meetings.
- Build positive relations with parents/carers to encourage family involvement in their child's attendance.



- Conduct research of the needs of families by working alongside families in a variety of contexts, on the school gate before school, drop in sessions, attending parent/teacher meetings etc and providing a clear needs analysis and provision map to support needs.
- Provide parenting skill building to families on issues such as parent-child interaction, child development, discipline and guidance and behaviour management.
- Provide emotional support to children through individual or group mentoring sessions.
- Provide emotional support and feedback to parents/carers.

Working with staff and other professionals

- Work with relevant staff to identify and bring onboard pupils and parents/carers that would benefit from personalised support.
- Develop action plans in consultation with relevant staff and professionals, where necessary.
- Liaise and build relationships with external agencies and professionals, following up on actions where necessary.
- Maintain regular communication with relevant staff to update them on progress of individual pupils.
- Assist with carrying out early help assessments.
- Assist with developing and reviewing the school's transition programme, contributing insights around the needs of parents/carers and pupils during this process.

Record keeping

- Maintain accurate records of interventions and relevant meetings.
- Facilitate the transfer of relevant pupil information inside and outside the school.
- Complete relevant paperwork required by external agencies.

Attendance Administration

- Ensure daily attendance registers are accurate and complete, and following up with staff members about any incomplete data.
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures.
- Manage attendance returns for the school census.
- Manage the process of issuing penalty notices to parents and reporting children missing in education.
- Maintain accurate records of communications with parents/carers and relevant interventions.
- Build and refresh knowledge of the school's MIS and other relevant systems.

Monitoring and reporting

- Produce and interpret attendance reports for school leaders, identifying key statistics, reasons for absence and any patterns of concern.
- Track attendance of vulnerable groups of pupils and share information with school leaders.
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups or individual pupils.



Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent), and our child protection and health and safety policies.
- Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary.
- Promote the safeguarding of all pupils in the school.
- To conduct home visits when necessary and with the agreement of the Head.
- Work as part of the Safeguarding Team and be conversant with CPOMs.
- Attend Child in Need (CIN) and Child and Family (CAF) meetings when appropriate. and with support from the DSL.
- Support the admissions of new pupils and work with the EWO to monitor and address poor attendance and promote good attendance.
- Be a presence in the front playground from 8.40 am and at 3.10 pm.
- Liaise with the School Nurse and Health Care Unit as appropriate.
- Keep up to date with relevant information from agencies.
- Register late children in morning and after school.

Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school.
- Take part in the school's appraisal procedures.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role.



Person Specification

The School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership. We seek to recruit talented individuals who can not only help to build the success of our schools but also people who are engaging and passionate about everything they do. Our ideal candidate for this role will already be working with families and or young people/ pupil, possibly within Primary School/Academy.

Applicants who do not meet ALL requirements in the 'Essential' column, need not apply.

A – to be assessed through application

I – to be assessed through interview

Criteria	Essential	Desirable
Qualifications	GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and maths (A)	Hold a current First Aid at Work Qualification (A)
Experience/ Knowledge	Experience supporting and working with parents of young people (A, I) Experience working with colleagues and external stakeholders (e.g. from external agencies) (A, I) Experience of keeping good written records (A, I) Experience of working within the Data Protection Act and dealing with confidential issues (A, I)	Experience working in a school environment or other educational setting (A, I) Experience identifying interventions to raise attendance of pupils (A, I)
Skills/ Competencies	Patience and good listening skills Effective written and verbal communication skills Good IT skills (A, I) Knowledge of the barriers to learning that pupils may face Ability to create good relationships with children, staff, parents and external agencies (A, I) Safeguarding of children and young people (A, I) Ability to use IT systems and to conduct analysis and produce reports (A, I)	Experience of school MIS systems such as RM Integris (A, I) Tailoring plans and interventions to individual pupils (A, I) Knowledge of available support services in the local area (A, I) Experience identifying interventions to raise attendance of pupils (A, I) Good knowledge of excel (A,I)



Personal Attributes	<p>Commitment to educational values (A I)</p> <p>Commitment to the provision of a high quality, child-centred service (I)</p> <p>High level of personal integrity and confidentiality ability to deal with sensitive or difficult situations appropriately (A I)</p> <p>Excellent attention to details and understanding the importance of accuracy (I)</p> <p>Committed to safeguarding, equality, diversity and inclusion (A I)</p> <p>Ability to establish and maintain good professional relationships with colleagues, pupils and parents (A I)</p>	
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