



Cygnus Academies Trust

Job Description: Family Support Manager

School: Dartford Bridge Community Primary School
Grade: Kent Range 7
Responsible to: Line Manager

Purpose of the Job:

To carry out safeguarding and child protection duties as delegated by the DSL. To be a Deputy Designated Safeguarding Lead and part of the Safeguarding Team.

To engage with parents / carers and families to provide early intervention, support and guidance to increase engagement with the school, improve attendance across the school and improve learning outcomes for pupils.

To assess, implement and monitor action plans to support individual students.

To liaise with and undertake referrals to other agencies as appropriate.

To lead on wellbeing across the school providing training and support as required.

Key duties and responsibilities:

1. Work with the DSL team to develop positive safeguarding protocols and practice in school
2. Develop effective working relationships with other agencies and services
3. Ensure that accurate safeguarding records relating to individual children are kept up to date and are secure (CPOMS)
4. Be familiar with national and local safeguarding guidance and referral procedures
5. Ensure that their own training and knowledge is up to date
6. Monitor safeguarding cases in the school and take further action as necessary
7. Produce reports to Headteachers and Trust Safeguarding Lead as required
8. Establish and foster good relationships with parents/carers of children at the school and encourage good home / school communication
9. Liaise with teachers and encourage effective dialogue between parents / carers and teachers regarding their child's progress
10. Provide advice and guidance to parents / carers to reinforce their self-esteem and ability to provide good parenting
11. Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance

12. To work with parents / carers to identify why children are not achieving good attendance and assist in the implementation of measures to address this
13. Develop and monitor action plans and undertake individual case work with families to support them in addressing issues which might be impacting on their child's learning
14. Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school – including liaising with other agencies to plan and develop family related activities
15. To signpost families to sources of advice and undertake referrals to other agencies as appropriate and as directed by the Headteacher
16. To develop and promote partnerships with other agencies to ensure pupils and families are able to access appropriate supports
17. To support individual students and their families following suspension from school to ensure appropriate strategies are in place to assist their reintegration to the school
18. Produce written reports and maintain records to ensure that informed decisions are made regarding the child's welfare.
19. Liaise with the school's Designated Safeguarding Lead to ensure that the child's welfare is paramount and any necessary action is taken at the earliest opportunity
20. To facilitate training and effective support for other staff supporting pupil wellbeing.
21. To provide effective support for parents and staff wellbeing including signposting to other agencies
22. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Footnote:

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Person Specification: Family Support Manager – KR7

| | CRITERIA |
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| QUALIFICATIONS | Knowledge and skills equivalent to national qualifications level 3 (an accredited therapeutic intervention qualification such as play therapy / draw and talk is desirable) |
| EXPERIENCE | Previous experience of working with children and families in the public, private or voluntary sector Experience of facilitating groups - desirable Experience of working within a multi-agency environment |
| SKILLS AND ABILITIES | Excellent communication, listening and observation skills Ability to deal with difficult/sensitive situations Ability to manage confidential information Organisational abilities and accurate record keeping skills. Ability to facilitate parenting skills. Good inter-personal skills High level written communication skills – including report writing |
| KNOWLEDGE | Knowledge and understanding of child growth and development including mental health Knowledge of the parenting needs of children Knowledge of barriers to learning Knowledge of the working practices and referral processes of relevant external agencies Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting |