



Cygnus Academies Trust

Job Description: Family Support Manager – KR6 - KR7

School: The Brent Primary School
Grade: Kent Range 6 - 7
Responsible to: Line Manager

Purpose of the Job:

To engage with parents/carers, families and children to provide early intervention, support and guidance to increase engagement with the school and improve learning, behaviour outcomes and attendance 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 carry out safeguarding and child protection duties as delegated by the DSL. To be the Deputy Designated Safeguarding Lead and part of the Safeguarding Team.

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.
- To support individual children and their families following exclusion from school to ensure appropriate strategies are in place to assist their reintegration to the school
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Working with staff and other professionals

- To supervise and facilitate supervision / team meetings for other staff undertaking family support duties.
- 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.
- Support the effective running of additional nurture interventions alongside outside agencies such as Place2Be and the Emotional Wellbeing Team.

Attendance

- Work regularly with SEAAS/Kent for attendance and process all relevant attendance paperwork.
- Analyse attendance data using Study Bugs to identify vulnerable pupils and families.

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.

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.
- Analyse CPOMs reporting by staff to ensure all vulnerable pupils are being addressed and support being given.
- Attend safeguarding meetings as a representative of the school.
- Produce written reports and maintain records to ensure that informed decisions are made regarding the child's welfare.
- Comply with policies and procedures relating to child protection at a local and national level, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- To keep up to date with relevant training in order to carry out duties and responsibilities

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: Senior Family Support Manager – KR7

	CRITERIA
QUALIFICATIONS	Knowledge and skills equivalent to national qualifications level 3
EXPERIENCE	<p>Previous experience of working with children and families in the public, private or voluntary sector</p> <p>Experience of facilitating groups</p> <p>Experience working within a multi agency environment</p> <p>Supervisory experience</p>
SKILLS AND ABILITIES	<p>Excellent communication, listening and observation skills</p> <p>Ability to deal with difficult/sensitive situations</p> <p>Ability to manage confidential information</p> <p>Organisational abilities and accurate record keeping skills.</p> <p>Ability to facilitate parenting skills.</p> <p>Good inter-personal skills</p> <p>High level written communication skills – including report writing</p>
KNOWLEDGE	<p>Sound knowledge and understanding of child growth and development</p> <p>Knowledge of the parenting needs of children</p> <p>Knowledge of barriers to learning</p> <p>Knowledge of the working practices and referral processes of relevant external agencies</p> <p>Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting</p>