

Desired Qualifications & Training

- GCSEs (or equivalent) including English and Maths
- Safeguarding training (or willingness to complete immediately)
- Training or experience in:
 - Early Help / Family Support
 - Child Protection procedures
 - Working with vulnerable families

Desired not Essential Experience

- Experience of working with parents and families, particularly those facing:
 - SEN-related challenges
 - Behavioural, attendance or emotional wellbeing concerns
 - Parenting or home-based difficulties
- Experience of working in a school, children's service, or family support role
- Experience of signposting families to external agencies, such as:
 - Early Help
 - Health services
 - CAMHS
 - Social care
 - Parenting support services
- Experience of speaking directly with families in a supportive but professional manner, including difficult or sensitive conversations
- Experience of maintaining accurate records and sharing information appropriately

Knowledge & Understanding

- Strong understanding of:
 - Safeguarding and child protection, including thresholds and reporting procedures
 - SEND and the impact of additional needs on family life
 - Early intervention and multi-agency working
 - Professional boundaries and confidentiality
- Knowledge of:
 - Local support services for families (or ability to quickly develop this knowledge)
 - Barriers faced by families experiencing disadvantage or stress

Skills & Abilities

- Ability to:
 - Build positive, trusting relationships with parents and carers
 - Communicate clearly and empathetically with families from a range of backgrounds
 - Support parents with practical strategies around routines, behaviour and emotional wellbeing
 - Signpost and guide families to appropriate support services
 - Work effectively under the direction of the SENCo and alongside safeguarding leads
 - Recognise when concerns require escalation to safeguarding or Early Help
- Strong organisational skills, including:

- Record-keeping
- Following agreed action plans
- Managing multiple cases
- Confidence in challenging appropriately where a child's welfare may be at risk

Personal Qualities

- Calm, approachable and non-judgemental
- Resilient and emotionally aware
- Professional, discreet and trustworthy
- Flexible and solution-focused
- Committed to promoting the welfare and best interests of children

Safeguarding Statement

The postholder will be expected to:

- Adhere to Keeping Children Safe in Education
- Follow school safeguarding policies and procedures
- Act immediately on any safeguarding concerns
- Maintain professional boundaries at all times