**Family Support Worker**

**Generic Role Profile and Person Specification**

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| **R o l e P r o f i l e** |
| **Job Title:** | **Family Support Worker** |
| **Location:** | **Oasis Academy Skinner Street** |
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| **Grade Range:** | **Grade 6 SCP 26-28** |
| **Hours:** | **Full Time,Term Time only**  |
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| **Reports to:** | **Principal / Deputy Principal/ Assistant Principal/Safeguarding Lead** |
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| **Role Purpose and Role Dimensions:** | To deliver family support to families in the Academy’s reach area, to develop their parenting skills in order to improve the social and emotional development, ability to learn and the health of their children. |
| **Commitment to Diversity:** | As a member of the Academy team to take individual and collective professional responsibility for championing the Academy’s diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity. |
| **Key External Contacts:** | * Parents / carers and families attending the Academy
* Other professionals e.g. Social Services, School Nursing Service
* Local Childcare providers
* Families in the local community
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| **Key Internal Contacts:** | * Principal, Deputy Principal, Assistant Principal, Safeguarding Lead/clerical and financial and administrative staff
* Staff and students in the Academy
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| **Financial Dimensions:** | None |
| **Key Areas for Decision Making:** | * Assist in day to day management of family services
* Ensuring effective delivery of care and education in partnership with the Community
* Providing effective support to the Assistant Principal and Safeguarding Lead in developing services in response to local community needs
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| **Other Considerations:** | To work flexibly across all areas of the Academy if required. |
| **Key Accountabilities and Result Areas:****Family Services**  | **Key Elements:****This will involve:*** Ensuring the ongoing delivery of open and welcoming drop-in sessions for parents and carers
* Helping to improve attendance and reduce late arrivals by monitoring and offering assistance
* Being aware of and adhering to agreed policies and procedures for child protection and safeguarding
* Providing learning and development opportunities for parents in response to their needs and wishes
* Working in partnership with parents and carers, responding to their needs and directing them towards appropriate service provision
* To assist the Safeguarding Lead to extend provision to ensure services are accessible to all families, including those who are “hard to reach”
* Ensuring that all information given to parents, carers and professionals is up-to-date and accurate
* Regularly evaluating all services and provisions with the Assistant Principal and Safeguarding Lead to ensure the effectiveness of the services offered
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| **Outreach** | **This will involve:*** Providing outreach with particular regard to those families identified as “hard to reach"
* Promoting an ongoing ethos of consultation to ensure services adjust to parental demands

Supporting parents’ attendance at appointments with outside agencies and follow--‐up as appropriate |
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| **Community Links** | **This will involve:*** Maintaining effective liaison with other professionals and agencies including Medway Council, Attendance and Welfare Services and health care professionals
* Maintaining links with Job Centre Plus, the Children’s Information Service and other information sources
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**Key Accountabilities Key Elements:**

**and Result Areas:**

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| **Management** | **This will involve:*** Assisting the Safeguarding Lead, Assistant Principal and Principal to realise the vision for the Academy
* Working within and promoting the Academy’s agreed aims, objectives, policies and procedures
* Working to develop the Academy’s ethos towards encouraging a commitment in the local community to life-long learning
* Promoting good team spirit by supporting and motivating parents/carers, children and staff, ensuring effective communication
* Facilitating the development and improvement of practice
* Working with the Assistant Principal and Safeguarding Lead ensuring the delivery of Parenting support
* Ensuring that the services delivered by the Academy are relevant and accessible to the needs of families with young children living within the area
* Undertaking any other duties as may be reasonably required from time to time and which are consistent with the responsibility and scale of the post
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| **Training and Development** | **This will involve:*** Having NNEB or NVQ Level 3 in Childcare and Education or equivalent.
* Having undertaken recent and relevant courses related to education, child development, safeguarding or related areas
* Participating in the training of other professionals Supporting and advising appropriate staff / students / volunteers in the pursuit of their duties and their professional development
* Working in partnership to secure relevant training for parents and other members of the community
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| **Record Keeping and Assessment** | **This will involve:*** To be a keyworker for a small number of families, keeping accurate and up-to-date records and contributing to family assessments
* Working with teaching staff to provide support for observations, assessment and record keeping
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| **Green Statement** | **This will involve:*** Demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.
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| **Data Protection** | **This will involve:*** To be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
* To maintain client records and archive systems, in accordance with academy procedure, policy and statutory requirements.
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| **Confidentiality** | **This will involve:*** You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.
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| **Equalities** | **This will involve:*** The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.
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| **Health and Safety** | **This will involve:*** Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
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| **To contribute as an effective and collaborative member of the Academy Team** | **This will involve:*** To participate in training to be able to demonstrate competence.
* To participate in first aid training as required.
* Participating in the ongoing development, implementation and monitoring of action plans.
* Championing the professional integrity of the academy
* Actively sharing feedback on policies and interventions
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| **P e r s o n S p e c i f i c a t i o n** |
| **Job Title:**  | Family Support Worker |
| **Essential knowledge:** | * NNEB/NVQ LEVEL 3 in Childcare and Education or equivalent
* Up-to-date knowledge and understanding of the requirements of the Children’s Act 1989 and child protection issues.
* Knowledge or experience in relevant areas such as counselling, child protection, health and social work.
* Knowledge and understanding of successful strategies for tackling racial/sexual inequality and a commitment to equal opportunities for all.
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| **Essential skills and abilities:** | * Work in partnership with parents, carers and the wider community;

having a warm, responsive yet professional approach to children and families* Work in partnership with other professionals, agencies, voluntary groups and

service providers.* Have excellent organisational skills, being able to access and maintain

appropriate and effective systems.* Be reliable and trustworthy and able to use judgement in receiving

and dealing with sensitive information.* Be able to exercise initiative and contribute ideas for academy improvement.
* Be able to contribute to academy improvement and work to agreed

 objectives through performance management.* Have high standards in all areas of work e.g. display, written communication,

setting out and tidying the Family Room, resource maintenance.* Be committed to education and care and demonstrate an awareness

of educational developments and integrated working.* Show a commitment to lifelong learning for themselves and to encourage

others.* Be able to prioritise.
* Be able to respond to the demands of management as the occasion arises.
* Able to provide clear and unambiguous advice to parents and staff
* Ability to communicate clearly and effectively in speech and in writing to a variety of audiences, including children, parents, carers, management groups and the wider community, and sensitively where necessary.
* The ability to work independently and as part of a wider team, motivating and managing staff and children.
* To be able to work with local communities in a multi-cultural setting, including

inter-agency working. |
| **Essential experience:** | * Have had experience of working with adults and young children within a variety

of educational and/ or health/ social work settings .* Have had some level of management experience and responsibility for

supporting the work of other staff. |
| **Special conditions:** | * Be committed to equality of opportunity for all children and families

irrespective of ability, sex, sexual orientation or ethnic background.* Show commitment to ongoing professional development.
* Observe and maintain confidentiality.
* Have a positive attitude and enjoy working with children and their

parents/carers.* Demonstrate commitment to high educational standards, maximising

achievements and outcomes for all children and families.* Be committed to safeguarding and promoting the welfare of children
* The post is subject to an enhanced DBS
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