



## **Job Description**

### **Family Support Officer**

**(Full time, 36.25 hours per week, Term-time only)**

**Band 6 scp 23-25 (£27,741-29,577)**

**salary pro rata (£23,756-£25,327)**

**Permanent Contract from April 2021**

**Role overview:** To act as a Family Support Officer, working with children and families at The Orchard's School to ensure they are safe, happy and able to learn.

- To maintain a strong commitment and child centred approach to safeguarding and promoting the welfare of all children and young people
- To maintain high professional standards and a strong customer focus at all times
- To produce and deliver training for education personnel and other relevant agencies on a range of Safeguarding and Attendance related issues
- To provide guidance, advice and support to The Orchards and those in other relevant agencies on a range of Safeguarding and Attendance related issues
- To proactively promote and advocate for excellence in practice in safeguarding and attendance in educational settings by providing advice and guidance on policies and best practice
- To collate, monitor and evaluate information relating to safeguarding and attendance at The Orchard's
- To undertake safeguarding and attendance health checks and produce written reports within agreed timescales
- To develop, encourage and foster good working relationships between partner agencies, foster carers and other local schools to develop effective partnership working
- To chair multi-agency support meetings and provide detailed minutes of these meetings
- To proactively support families and helping them to overcome barriers to access education, early help support including housing, benefits and resources
- To provide advice and guidance on safeguarding and attendance best practice and latest research
- To produce regular updates and information on safeguarding and attendance for The Orchards and multi agency colleagues
- To keep fully up to date with safeguarding training and mandatory training
- To undertake safeguarding and attendance casework supervision using the agreed structure and format

- To review and update safeguarding and attendance related school policies in line with changes to government policies and guidance documents
- To review DFE safeguarding children legislation and guidance and provide updates/briefing papers
- To keep up to date with the range of safeguarding children areas and disseminate information
- To work flexibly with children, their families, and others in providing help and support in Early Help related areas of work, including home visits, family support work and other related interventions
- To prepare and submit written reports as and when required
- To use ICT to maintain accurate records
- To bring any procedural deficiencies to the attention of the Head of School and help resolve them
- To understand and be confident in their responsibility around whistleblowing.
- To complete appropriate referral forms for different agencies/services and provide support to others on how to do so
- To assist in a range of duties related to safeguarding and attendance
- To co-operate with Children and Families Services in their role in the investigation and monitoring of Child Protection issues and contribute to case reviews
- To fully participate in regular supervision sessions, staff appraisal schemes and in service and interagency training and team meetings
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with The Orchard's organisational policy and procedures
- To complete organisational tasks and activities and any other related duties commensurate with general level of responsibility of the post



## Person Specification

### Family Support Officer

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Qualifications	Essential	Desirable
<ul style="list-style-type: none"> <li>• 5 GCSEs or equivalent qualifications including Maths and English at Grade C or above</li> <li>• A recognised child care professional qualification (e.g. Social Work qualification, teaching qualification, EWO)</li> </ul>	/	/
Experience		
<ul style="list-style-type: none"> <li>• Experience of working within a statutory childcare, social care or education field</li> <li>• Experience of working with children with SEND</li> <li>• Experience of safeguarding issues and knowledge of schools</li> <li>• Evidence of continuing professional development</li> <li>• Experience of producing and delivery of training</li> <li>• Experience of report writing to a professional standard</li> <li>• Experience of dealing effectively with customers</li> <li>• Experience of presenting information within a multi-agency context</li> </ul>	/	/
Knowledge and Understanding		
<ul style="list-style-type: none"> <li>• A full understanding of how schools operate</li> <li>• An understanding of Education Welfare Service Work</li> <li>• Knowledge and understanding of other statutory and non-statutory services working within education and safeguarding</li> <li>• To be able to advise when it is appropriate to refer to or seek advice from Children's Social Care Teams and other services</li> <li>• Sound knowledge and understanding of child protection procedures and issues</li> <li>• Sound knowledge and understanding of relevant legislation, regulations guidance and policy issues relating to school attendance and safeguarding in education</li> <li>• Knowledge and understanding in the assessment of the needs of children</li> <li>• Knowledge of school systems</li> </ul>	/	
Skills and Abilities		
<ul style="list-style-type: none"> <li>• Good keyboard and ICT skills including the ability to use Outlook and Microsoft Office (Word, Excel, PowerPoint etc)</li> <li>• Knowledge around the use of cpom's and sims</li> <li>• Excellent communication and presenting skills including verbal, written, negotiation and role modelling</li> <li>• Ability to produce written chronologies</li> <li>• Ability to provide clear professional advice and information to the head of school, teachers, other professionals, parents and pupils</li> <li>• Ability to manage and prioritise a wide range of tasks</li> <li>• Ability to learn and to quickly put new skills in practice</li> </ul>	/	/

