

Manchester City Council
Job Description
Family and School Support Worker

The post holder will report to the Deputy Headteacher. Apart from other colleagues in the school, the main contacts of the job are: Head Teacher, SLT, teaching staff, other support staff and pupils.

Main Purpose of the Job:

To work collaboratively with all staff and parents in order to support student well-being

To support the schools pastoral team working with the school staff, pupils and the community to encourage pupils to achieve their greatest potential

To create and sustain effective partnerships and maintain excellent working relationships with pupils, parents/carers and the wider community.

Main Duties and Responsibilities:

1. To signpost families/parents to access agencies where necessary, to help ensure their child fully benefits from the educational opportunities available and enable parents to fully support their children through school to maximise potential.
2. To develop and maintain regular contact with identified pupils' families, parents and carers and to provide information to help inform them in the development of strategies to support disaffected pupils to improve achievement and raise self-esteem.
3. To organise parent/carer panels/focus groups which facilitate meaningful stakeholder dialogue.
4. To support the work of colleagues with parents where poor/irregular attendance/behaviour is identified as a problem and where exclusion is identified to be a risk, minimising absenteeism and risk of exclusion.
5. Establish links with relevant external agencies
6. To provide support to the Pastoral/Attendance team as required
7. To be available at Parents' open afternoons
8. To organise, deliver and evaluate emotional well-being mentor support and a range of appropriate interventions for identified pupils to raise their own expectations and achievements.
9. To offer support and training to staff in school in delivering wider well-being support with identified groups of children
10. To assist with pupil welfare duties including the supervision of pupils at lunchtime to ensure the safety and welfare of pupils
11. To be aware of and promote community links/projects/schemes to enrich a student's life experience
12. To work as part of the Safeguarding team in ensuring that safeguarding culture and practices are robust and both support and promote the welfare of all pupils

13. To promote the safeguarding of children and follow all safeguarding and child protection related policies
14. To promote supportive engagement with parents and/or carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances
15. To attend multi agency meetings as required.
16. To adhere to GDPR and Data Protection Regulations, whilst maintaining confidentiality
17. To work effectively as a member of the inclusion team to ensure excellent leadership and management of the school
18. To play a full part in the life of the school community to support its mission and values and to encourage staff and pupils to follow this example
19. To continue to undertake personal development to develop own practice as agreed through the Appraisal Process

Person Specification:**Essential**

1. Experience working with children and families in an educational, social care or community setting
2. Strong understanding of safeguarding and child protection procedures
3. Committed to equality, diversity and inclusive practice
4. Excellent communication and interpersonal skills
5. Ability to work independently and as part of a multidisciplinary team
6. Organised, with good record-keeping and administrative skills
7. Experience and training of working with children linked to attendance, self-esteem, resilience and social skills
8. Evidence of continued professional development in safeguarding, family support or related areas
9. Experience of delivering parenting or family support programmes
10. Knowledge of local support services and referral pathways within Manchester
11. Familiarity with educational frameworks such as SEND code of Practice or Early Help assessments

Desirable

1. Level 3 Safeguarding training
2. Relevant qualifications in social worker, counselling, family support or education
3. First Aid, Mental Health First Aid or counselling- related qualifications
4. Competence in using digital tools (e.g Microsoft Office, CPOMS, Arbor or MIS systems)

