**<SCHOOL /ACADEMY NAME>**

**Insert name of establishment**

**Family Support Worker**

**Role Profile and Person Specification**

**June 2007 (updated August 2019)**

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| **Job Description** | |
| **Job Title:** | **Family Support Worker** |
| **School /Academy:** | **<please insert here>** |
| **Grade Range:** | **Grade 6 - SCP 18 - 20** |
| **Hours per week:** | **36 hours per week** |
| **Work Pattern:** | **All Year Round** |
| **Location:** | **<please insert here>** |
| **Reports to:** | **<please insert here>** |
| **Responsible for:** | Supervision of Early Years Assistants |
| **Role Purpose and Role Dimensions:** | To deliver family support to families in the Centre’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 Centre Team to take individual and collective professional responsibility for championing the School/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 using the Centre * Other professionals e.g. health visitors, ABC, Early Years SEND Team * Local Childcare providers * Families in the Centre’s “reach” area |
| **Key Internal Contacts:** | * Head Teacher and Children’s Centre Manager / Co-ordinator, clerical and financial / administrative staff * Staff and students in the Centre * Early Years Assistants |
| **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 Children’s Centre Manager / Co-ordinator in developing services in response to local community needs |
| **Other Considerations:** | To work flexibly across all areas of the Centre if required. |

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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Leadership** | **This will involve:**   * Assisting the Children’s Centre Manager / Co-ordinator and Head teacher to realise the vision for the Centre within the Children’s Centre “core offer” * Working within and promoting the Centre’s agreed aims, objectives, policies and procedures * Working to develop the Centre’s ethos towards encouraging a commitment in the local community to lifelong learning * Promoting good team spirit by supporting and motivating parents/carers, children and staff, ensuring effective communication * Facilitating the development and improvement of practice |
| **Management** | **This will involve:**   * Working with the Children’s Centre Manager / Co-ordinator ensuring the delivery of Parenting support and Health services within the Children’s Centre “core offer” * Ensuring that the services delivered by the Centre are relevant and accessible to the needs of families with young children living within the “reach” area * Supervising Early Years Assistants within the Family Services * 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 |
| **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 |
| **Community Links** | **This will involve:**   * Maintaining effective liaison with health professionals and other agencies * Maintaining links with Job Centre Plus, the Children’s Information Service and other information sources * Having responsibility for maintaining links with appropriate Childcare providers * Liaising effectively with Childcare providers |

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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Family Services** | **This will involve:**   * Ensuring the ongoing delivery of open and welcoming drop-in sessions for parents and carers * Taking responsibility for planning appropriate play provision in each session with due regard to the developmental stage, needs and interests of the children * Ensuring the quality, quantity, maintenance and safety of materials * Ensuring the provision is non-discriminatory and values and respects diversity * Ensuring the provision reflects and supports the rich diversity of families in our community * Being aware of and adhering to agreed policies and procedures for child protection and safeguarding * Providing, with the Children’s Centre Manager / Co-ordinator, learning and development opportunities for parents in response to their needs and wishes * Ensuring the delivery of high quality crèche services to support related activities for parents * Working in partnership with parents and carers, responding to their needs and directing them towards appropriate service provision * To assist the Children’s Centre Manager / Co-ordinator 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 Head Teacher and Children’s Centre Manager / Co-ordinator to ensure the effectiveness of the services offered. |
| **Training and Development** | **This will involve:**   * Having CACHE/NNEB or NVQ Level 3 in Childcare and Education or equivalent. * Having undertaken recent and relevant courses related to early education, child development or related areas. * Participating in the training of other professionals and Early Years Practitioners. * 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. |
| **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 within the Birth to Three matters framework * Contributing to the effective introduction within Family services of the Early Years Foundation Stage as it develops |

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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Green Statement** | **This will involve:**   * Seek opportunities for contributing to sustainable development of the borough, in accordance with the School/Academy’s Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision. |
| **Data Protection** | **This will involve:**   * Being aware of the School/Academy’s legal obligations under the Data Protection Act 2018 (the “2018 Act”) and the EU General Data Protection Regulation (“GDPR”) for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply. * Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements. * Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy. |
| **Confidentiality** | **This will involve:**   * You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees access to and use of the School/Academy’s databases. 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. |
| **Equalities and Diversity** | The School/Academy 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. This includes respecting and valuing the different experiences, ideas and backgrounds others can bring to work and to teams. |
| **Safeguarding** | **This will involve:**  • Displays commitment to the protection and safeguarding of children and young people.  • Values and respects the views and needs of children and young people.  • Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children. |

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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Customer Care** | **This will involve:**   * Able to demonstrate a commitment to the School/Academy’s Customer Care Policy |
| **Health and Safety** | 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. |
| **To contribute as an effective and collaborative member of the School 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 the service plans. * Championing the professional integrity of the School/Children’s Centre. * Supporting Customer Focus, Best Value and electronic management of processes. * Actively sharing feedback on Centre 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:** | * CACHE/NNEB qualification or NVQ Level 3 in Childcare and Education or equivalent. * Have a thorough knowledge of Birth to Three Matters and be able to articulate this to staff and parents. * Have knowledge of Every Child Matters and its significance in Children’s Centre development. * Have knowledge of the Foundation Stage curriculum and understanding of the Early Years Foundation Stage. |
| **Essential skills and abilities:** | * Work in partnership with parents and carers; having a warm, responsive yet professional approach to children and families, relating easily with very young children. * Work in partnership with other professionals, agencies, voluntary groups and service providers. * Excellent communication skills together with the ability to communicate fluently in English to fulfil the requirements of the post\* * Displays commitment to the protection and safeguarding of children and young people. * Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children * Be able to effectively lead, manage and motivate staff and children. * Have effective oral and written communication skills involving a sensitive * approach to adults and children. * Have excellent organisational skills, being able to set up, 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 Centre improvement. * Be able to contribute to Centre improvement and work to agreed objectives through performance management. * Be a confident user of I.C.T and able to use it with children and parents. * 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 early years 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 leadership as the occasion arises. |
| **Essential experience:** | * Have had experience of working with adults and young children within a variety of educational 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 or ethnic background.   * Show commitment to ongoing professional development. * Observe and maintain confidentiality. * Have a positive attitude and enjoy working with young children and their   parents/carers.   * Demonstrate commitment to high educational, day care and health standards, maximising achievements and outcomes for all children and families. * Be committed to safeguarding and promoting the welfare of children * Enhanced DBS check * Due to the business needs of the service up to 20 days of the holiday entitlement must be taken during the Children’s Centre annual closure periods. The remainder of the holiday entitlement may be taken at any time, subject to agreement with the Centre management. |

\*Further advice on specific points in this role profile can be obtained from your HR provider.