



## Family Support Worker

Pay Grade: H3 or 4 depending on experience

Hours: 15 or 20 hours per week (some flexibility over exact hours)

Purpose of the Role:

- To provide early intervention family support to local families in order to improve the outcomes for them and their children.
- To prevent needs escalating to require intervention by more specialist services.
- To signpost and utilise a full range of support agencies for families.
- To work in partnership with other agencies where appropriate.

### Responsibilities

- To work with pupils/parents/carers and offer practical and emotional support to improve the outcomes for their children.
- To meet the needs of pupils through 1:1 or group intervention e.g.: protective behaviours, drawing and talking therapy.
- To work with parents/carers and their children to increase their ability to enjoy school, to develop social and safety skills, to learn effectively and to be an active, valued member of the school and wider community.
- To advise and inform parents/carers about relevant local services where appropriate and make referrals to other agencies to access specialist support.
- To support the Families First Assessment process and organisation of the Team Around the Family and lead on Early Help Modules.
- To liaise with other agencies and attend relevant meetings as appropriate.
- To liaise with other professionals involved with families, including: social workers, health professionals, Headteachers and other local professionals.
- To facilitate parenting workshops and courses within the school.
- To keep records of your work, written and electronically where required; creating chronologies for children and families and

adhere to guidelines of confidentiality and information sharing.

- Provide monitoring information and case studies when requested.
- To work flexibly, as required within the school.
- To take part in school events.
- To attend training, supervision and development opportunities as directed by the Headteacher or line manager, in order to develop skills and knowledge and keep up to date with developments in family support work.
- Be aware of and comply with all school policies and procedures, in particular safeguarding, health and safety, confidentiality, lone working and data protection and report concerns to an appropriate person.
- To hold 1:1 sessions with parents to support their wellbeing.
- Participate in Hertfordshire STEPS training and keep certification up to date.
- Working alongside the Inclusion Leader and SLT.
- To play a key role in effective whole school behaviour support systems.
- To oversee the lunchtime nurture group.
- To assist with the running of Tannery Tots.

### Knowledge

- Good knowledge of parenting courses and ability to deliver these to parents (such as protective behaviours, parenting puzzle etc.)
- NVQ level 2 (or equivalent)
- Level 1 Safeguarding

For a strong and committed candidate training can be provided to enable someone to have all of the required knowledge for this role.

### Competencies

- Planning and Organising Communication (written and verbal)

- Listening
- Attention to detail
- Team working
- Problem solving

*This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of Hertfordshire County Council's pre-employment checks. Please note that additional information referring to the Disclosure and barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.*

*This role will be reviewed annually as part of the PMD process*

*The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.*