Dysart School

Educating, Enabling, Evolving

Job Description

Title: Family Support Worker — Grade: E

Relationships

Responsible to: Principal and the Senior Leadership Team/ PBS Advisory Teacher – Family & Community Lead

Responsible for: Providing both proactive and reactive support and guidance to families in order to secure even better outcomes for pupils.

Key Relationships: Pupils and families, Senior Leadership Team, Teaching and support staff, Connections (PBS) Team, Multidisciplinary Team (MDT), Local Authority and external agencies, Community and support services.

Main purpose of the role:

The Family Support Worker will provide a welcoming, accessible and responsive point of contact for families at Dysart School.

The role will focus on supporting and advocating for families, helping parents and carers to access information, services and opportunities that may improve outcomes for their children and reduce barriers to accessing support.

The Family Support Worker will build positive relationships with families and work closely with school staff and external agencies to ensure that families feel heard, supported and able to advocate for their child.

- Build positive and trusting relationships with families.
- Provide a friendly and accessible point of contact for parents and carers.
- Listen to families and help them identify what support they may need.
- Advocate for families and support them to have their voice heard.
- Help families understand and access appropriate services and support.
- Signpost families to relevant Local Offer information, services and opportunities.
- Support families with referrals, applications and relevant paperwork.
- Write supporting documentation and information for a range of referrals and applications.
- Work alongside school staff and external agencies to provide coordinated support.
- Help reduce barriers that may prevent families from accessing education, health, social care or community support.
- Support positive communication between home and school.
- Promote family engagement, inclusion and a sense of belonging within the Dysart community.
- Use Microsoft Office programmes, including Word, Excel and PowerPoint, to produce letters and supporting documents, record information and support family engagement activities.

- Work in line with Dysart's values and Positive Behaviour Support (PBS) approach.

Main Responsibilities and specialised responsibility:

Supporting and Advocating for Families

- Provide a confidential and welcoming point of contact for parents and carers.
- Offer individual support, guidance and signposting to families.
- Listen to family concerns and help identify appropriate next steps.
- Support parents and carers to prepare for meetings with school staff and external professionals.
- Where appropriate, advocate for families during meetings or help families to communicate their views.
- Help families understand information, processes and available support.
- Support families with completing forms, applications, letters and referrals.
- Write supporting documentation, statements and information for a range of referrals and applications.
- Signpost families to the Local Offer and relevant local services, support and opportunities.
- Help families access information relating to areas such as benefits, transport, housing, respite, social care and community services.
- Recognise when a family may require additional or specialist support and seek guidance from the appropriate school staff or agency.

Family Engagement

- Build positive relationships with families across the school.
- Support family events, coffee mornings, workshops and information sessions.
- Help create opportunities for parents and carers to connect with one another and reduce isolation.
- Gather feedback from families and help the school understand their experiences, needs and priorities.
- Support the school in developing opportunities for families to contribute their views.
- Share relevant information and opportunities with families through appropriate school communication channels.
- Work with parent representatives, Parent Champions and the PTA where appropriate.
- Use Microsoft Word, Excel and PowerPoint to support the planning, recording and communication of family engagement activities.

Supporting Pupils Through Family Support

- Work closely with school staff to understand how family circumstances may affect a pupil's education, wellbeing and engagement.
- Liaise with families where there are concerns about attendance or engagement.
- Support communication between home and school when families are experiencing difficulties.
- Contribute to a coordinated, pupil-centred approach alongside the school's wider support teams.
- Work alongside the Connection (PBS) Team to promote proactive, preventative and relational support.

Safeguarding

- Recognise and report safeguarding concerns in accordance with Dysart's safeguarding procedures.
- Share relevant information appropriately with the Designated Safeguarding Lead and other members of the safeguarding team.
- Maintain appropriate professional boundaries and confidentiality.
- Understand that safeguarding is everyone's responsibility.

Working Across the School

- Develop a good understanding of Dysart's provision, pupils and family community.
- Work collaboratively with teachers, support staff, SLT, the Connection (PBS) Team and the MDT.
- Where appropriate, visit classes and school areas to develop an understanding of pupils' experiences within school.
- Attend relevant meetings and contribute to discussions where family support is required.
- Maintain accurate and appropriate records of family support and engagement.
- Use appropriate Microsoft Office programmes to record, organise and present information.
- Follow school procedures and maintain confidentiality at all times.

Other requirements of the post

- Act in accordance with Dysart's values and Positive Behaviour Support approach.
- Promote dignity, respect, inclusion and positive relationships at all times.
- Maintain professional and respectful relationships with families and colleagues.
- Handle sensitive and confidential information appropriately.
- Work within school policies and procedures.
- Undertake training and professional development relevant to the role.
- Participate in supervision and reflective practice.
- Undertake other reasonable duties requested by the Senior Leadership Team that are appropriate to the role and grade.
- Be willing to support occasional family events outside the normal school day where required

Training can include:

- Attending all whole school INSET days/twilight sessions.
- Attending external training courses which relate directly to the role.

Whole school responsibilities

- Promote a safe, inclusive and supportive environment for pupils and families.
- Contribute to safeguarding and the promotion of children's and young people's welfare.
- Promote Dysart's values and PBS approach.
- Work collaboratively with colleagues across the school.
- Comply with Trust and school policies and professional standards.
- Contribute to whole-school development and improving outcomes for pupils and families.

Person Specification
Family Support Worker (GRADE E)

Essential	Desirable
Qualifications	
GCSE grade 9–4 (or equivalent) in English and Mathematics	Relevant qualification or training in family support, pastoral care, education, SEND, counselling, social care, community work or a related area.
Good written and verbal communication skills	
Experience/Knowledge	
Experience of working with children, young people, families or within a community setting.	Experience of working with families within education, health, social care or community services.
Understanding of the challenges that families of children and young people with SEND may experience	Experience of working with children or young people with SEND.
Commitment to working with families with dignity, respect and empathy	Knowledge of the Local Offer and/or relevant Local Authority services.
Experience of supporting people to access information, services or support.	Knowledge or experience of Positive Behaviour Support.
Good understanding of confidentiality and professional boundaries.	Lived experience of supporting a child or family member with additional needs.
Understanding of safeguarding and the importance of following safeguarding procedures.	
Ability to recognise when a family may need additional support and seek appropriate advice.	
Good literacy skills, including confidence with forms, supporting documentation and written communication	
Experience of using Microsoft Office programmes, including Word, Excel and PowerPoint, to produce documents, record information and communicate information	
Skills and abilities	
Excellent communication and interpersonal skills.	Experience of supporting families through complex situations.
Ability to listen effectively and respond sensitively to families.	Experience of facilitating parent groups, workshops or community events.
Ability to build trusting and positive relationships.	Experience of liaising with external agencies.
Ability to advocate appropriately for families and support them to express their views.	Experience of supporting applications, referrals or access to services
Ability to communicate with a range of professionals and services.	
Ability to manage sensitive or difficult conversations appropriately.	

Ability to write clear and appropriate supporting documentation for referrals and applications.	
Ability to signpost families appropriately, including to the Local Offer and local services.	
Ability to use Microsoft Office programmes, including Word, Excel and PowerPoint, to type letters, produce documents, record information and present information clearly.	
Ability to work independently and organise own workload.	
Ability to maintain accurate records and manage confidential information.	
Ability to work collaboratively as part of a wider school team.	
Ability to support family events, workshops and engagement activities.	

Personal Qualities

Warm, approachable and welcoming.
Empathetic and non-judgemental.
Calm and reassuring.
Respectful of different family circumstances and experiences.
Strong commitment to equality, inclusion and accessibility.
Able to maintain appropriate professional boundaries.
Reliable, organised and proactive.
Flexible and responsive to the needs of families and the school.
Committed to improving outcomes and quality of life for pupils and their families.
Willing to learn, reflect and develop professional practice.

Safeguarding

Dysart School is committed to safeguarding and promoting the welfare of children and young people.

The post holder will be required to follow all school safeguarding policies and procedures and contribute to a strong culture of safeguarding across the school.

The successful candidate will be subject to the appropriate safer recruitment checks.