FAMILY SUPPORT WORKER - Person Spec

Candidates must have:

* Excellent interpersonal skills
* Excellent communication skills to communicate effectively, face to face or by telephone, with children, parents and carers.
* Good literacy and numeracy skills
* Ability to maintain good relationships and communicate effectively with school staff and outside agencies
* Empathy with different family circumstances and barriers to learning
* Resilience and persistence
* A willingness to attend training

Candidates will need to show evidence of the following:

* Relevant qualifications or training skills
* Knowledge of the social and emotional factors that affect a child’s capacity to learn
* Knowledge of available support and referral routes
* Awareness of the legislation affecting school attendance requirements
* Experience and understanding of children within their family context and the ability to develop a rapport with pupils and their families
* Significant experience of working with children, young people and their families within the field of education, social care, community or voluntary sector

Candidates should ideally have a knowledge and understanding of:

* Working with young people
* Every Child Matters
* Parenting or support programmes, along with demonstrable experience of delivering individual or group-based support

Candidates must be able to:

* Ability to deal with difficult situations and/or individuals in a calm, fair but effective manner
* Ability to deal with sensitive issues in confidence
* Ability to influence others, managing discussions to ensure desired outcomes and actions are achieved
* Ability to prioritise workloads and work to deadlines, working flexibly and managing own time to best effect
* To work as part of a team and use own initiative when required
* as part of a team
* Adhere to school policies
* Respect confidentiality