

Lancashire County Council

Role Profile - Operational Context Form

Post title: Family Support Keyworker (Mentoring and Pupil Support 2)					
Directorate: CYP			Location:	Schools	
Establishment or team:		Sir John Thursby Community College		Post number:	
Grade:	Grade 6	Staff responsibility:	Yes/No	Essential Car user:	Yes
<p>Scope of Work – appropriate for this post:</p> <p>Working directly with pupils and their families to provide support to overcome particular obstacles to learning in relation to wellbeing, behaviour or attendance.</p>					
<p>Accountabilities/Responsibilities – appropriate for this post:</p> <ol style="list-style-type: none"> 1. Liaise with teaching staff to assess and provide particular support to targeted pupils to improve attendance and enable them to overcome barriers to learning 2. Identify the needs and assess those pupils requiring extra support and support the development of individual action plans for targeted pupils 3. Work in a one-to-one relationship with targeted pupils to implement an action plan 4. Work with parents / carers to help address poor performance/attendance/behaviour 5. Follow up lack of response to first day contact and other contacts by undertaking home visits to keep parents/carers informed and secure positive family support 6. Monitor the implementation of plans and report on progress achieved, support the re-integration of pupils who are persistently absent or are following an alternative timetable 7. Provide extra support to pupils and their parents / carers through knowledge of a range of activities and opportunities available to them 8. Support the development of partnerships with external agencies/organisations to set up resources/initiatives to help address barriers to learning and attendance 9. Maintain accurate and factual pupil records and prepare written reports and evaluations which could be used in evidence in legal interventions <p>Individuals in this role may also:</p> <ol style="list-style-type: none"> 1. Supervise other learning mentor staff 2. Support the transition of pupils between phases 3. Contribute to the development of activities to encourage family involvement in the school. <p>Additional supporting information – specific to this post.</p> <p>Indicative knowledge, skills and experience</p> <p>Working at national occupational standards (NOS) for learning, development and support services and knowledge / skills equivalent to current national qualifications in learning, development and support services for children, young people and those who care for them at level 3.</p>					
Prepared by: C George			Date:	November 2018	

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Grade Profile

Level Six – Operative / Support (Grade 6)

Level Six Purpose To provide support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialised skilled activity. This may include day-to-day supervision and direction of a small group or team.
Scope of Work Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and solve varied problems some of which may be difficult. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently to unanticipated problems or situations.
Accountabilities/Responsibilities Role holders may be responsible for: <ul style="list-style-type: none">▪ The allocation of work to a small group or team; or▪ Accounting for expenditure from agreed budgets; or▪ Overseeing the administration of support systems and processes; or▪ Undertaking specialised service support activities; or▪ Providing service and situation specific advice and guidance; or▪ Using specialised equipment.
Skills, knowledge and experience <ul style="list-style-type: none">▪ Extended experience or the ability to demonstrate the competence to undertake the role.▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable.▪ Working knowledge of the practices, processes and procedures relevant to the role.▪ Developed skills appropriate to the job discipline. <p>In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.</p>
Performance Measures <ul style="list-style-type: none">▪ Completion of work to required standards, deadlines and timescales.