

	JOB REQUIREMENT	Essential	Preferred	* How assessed
Qualifications, and experience	NVQ Level 3 or equivalent. GCSE passes at Grade C or equivalent in English/Mathematics	✓		A
	Relevant previous experience of working with young people and families to manage sensitive issues preferably in an education environment	✓		A
	Experience of working with young people on a sustained one-to-one basis, dealing with a range of sensitive and contentious issues in a variety of settings.	✓		A & I
	Experience of prioritising and managing own caseload	✓		A & I
	Knowledge of student attainment levels		✓	A & I
	Experience of supporting students with special educational needs		✓	A & I
Personal and interpersonal	Ability to develop and sustain good working relationships with students, parents, staff and multi-agencies	✓		A & I
	Deal with issues and difficult situations assertively, utilising tact and diplomacy to sensitively diffuse emotionally charged situations and resolve conflict	✓		A & I
	Experience of persuading, influencing, negotiating and consulting with individuals and groups	✓		A & I
	Ability to use initiative, assessing the risks and limitations within parameters of the role to determine further action or escalation	✓		A & I
	High level of communication skill and the ability to adapt style and approach to a diverse range of circumstances and people (e.g. parents and students, external bodies and work colleagues)	✓		A & I, T
	Ability to manage own workload under the pressure of conflicting and changing priorities to meet student needs and established work deadlines responding flexibly to a diversity of situations and needs	✓		A & I
	Excellent writing and oral skills for producing and presenting reports and plans at school and multiagency meetings and ensuring the accurate and timely completion of safeguarding documentation	✓		A & I, T
Working with People	Demonstrates empathy, understanding and is sensitive to students needs responding in a supportive and caring manner. Communicating proactively with individuals and groups to get the best outcomes for students.	✓		A & I
Staff Development	Willingness and ability to continue to learn and develop	✓		A & I

Child Protection	A commitment to the responsibility of safeguarding and promoting the welfare of young people	✓		I
	Enhanced DBS disclosure (<i>to be completed by preferred candidate following interview</i>)	✓		
	Willingness to undertake Safeguarding training when required	✓		I
Physical	Able to fulfil the duties of the post	✓		I

* A = by application, R = by references, I = assessed by Interview, T = task