



THE BISHOP FRASER TRUST

A CHURCH OF ENGLAND MULTI ACADEMY TRUST

JOB DESCRIPTION

Job Title:	Family Engagement and Support Officer	Department/Group:	Support Staff
Level/Salary Range:	Grade F SCP 17 - 23	Reporting to:	Deputy headteacher
Contract term:	Term time plus 1 day	Hours per week:	37

Vision Statement

“To allow all children to experience ‘life in all its fullness’, no matter what their starting point” by:

- Offering a high quality, inclusive and distinctive education
- A caring and nurturing environment based on our Christian values
- Recognising the unique nature of each child.

Main Objectives of Role:

- To work alongside the Deputy headteacher, Deputy Safeguarding Lead and pastoral team of the school in order to target services and enlist members of the wider community to support all families and pupils within BSCA.
- To promote and facilitate pupils' attendance at school.
- To provide direct support for parents/carers of students who demonstrate emotional and/or behavioural / attendance difficulties in order to support the work undertaken in school

Job Description:

- To identify with the attendance and pastoral team, using weekly attendance data key children and work with families and teachers to overcome any potential barriers to attending school.
- Identify with parents' reasons for their children's non-attendance. Ascertain the probable causes of the absences and implement strategies / action plans to resolve the situation – working closely with the pastoral team, the child and the child's family. And partnering agencies.
- Carry out home visits where appropriate to support parents in encouraging their children to maintain full and regular attendance and punctuality.
- Helping to integrate poorly attending pupils back into school bridging the gap between home and school.
- To help establish and maintain positive relationships between school staff and parents/carers and encourage the consistent use of behaviour management techniques at home, and how to reward positive behaviours.
- To provide a range of practical workshops for parents/carers designed to promote and develop positive behaviour management skills at home; such as healthy meals planning, budgeting and planning engaging family activities that have no cost implications.
- To establish and co-ordinate links with a variety of agencies working with pupils who have emotional and/or behavioural difficulties.
- Assessing families' needs on an individual basis and make recommendations on support needed.
- To encourage the inclusion of pupils with emotional and/or behavioural difficulties, those who are vulnerable and have SEN in a mainstream setting by demonstrating the use of positive behaviour management techniques designed to develop the pupil's ability to behave properly.
- To plan and deliver a range of practical school-based workshops for parents/carers
- To discuss with parents/carers, within the home context, support strategies designed to encourage and develop appropriate behaviour in variety of settings
- To build on professional relationships with adult social care and other partnering agencies where parents have needs of their own.
- To produce a variety of resources for the pupil/parent/school designed to support an individual's behaviour programme and/or support home/school positive behaviour systems with a solution focused approach, setting achievable goals.

- To participate in the evaluation and review of the agreed support in conjunction with other staff
- Keep detailed records of contacts with children/families on our online monitoring system CPOMS and set up and maintain files
- Be familiar with the Early Help process and complete EHA's and act as Lead Practitioner where appropriate to the family.
- Contribute required information for reviews and case studies
- Provide written reports and assessments as required.
- Liaise appropriately with other professionals and attend external professional's meetings as required including Child Protection case conferences.
- To offer and co-ordinate other wider parental opportunities to support parenting around key areas such as on-line safety, health education etc
- To deliver CPD for teaching and pastoral staff relating to the role of supporting parents.
- Liaise with the Designated Safeguarding Lead, local authority officers and other relevant agencies/parties in relation to child protection and safeguarding issues and concerns
- Attend appropriate training courses and continue to develop practice through relevant CPD
- Ensure parents feel confident to engage with the child's learning by supporting parents to enrol on family learning opportunities such as English for speakers of other languages (ESOL) literacy, numeracy, computer literacy etc.
- To encourage parent employment, and establish routines that will have a positive impact on their family life, their child's welfare, academic and social outcomes.

Safer Recruitment Statement

The Bishop Fraser Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff employed by the Bishop Fraser Trust are expected to:

- uphold and promote the Trust's vision
- uphold and promote the Christian ethos of all schools in the Trust
- support and contribute to the achievement of all students academically and pastorally
- support and contribute to the Trust's responsibility for safeguarding all students
- undertake professional training to enhance personal development and job performance;
- Comply with all Trust and individual school policies and procedures including safeguarding, child protection, health, safety and security, confidentiality and data protection
- maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members; treating everyone with dignity and respect
- share best practice, expertise and skills with others
- Seek to be positive and build up the common good through their own individual contribution to the life of their school
- Offer ideas and suggestions for making things better
- Engage actively in the appraisal and performance review process
- Seek to develop a better work/life balance
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request from the Headteacher or SLT to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher or SLT to reflect or anticipate changes in the job which are commensurate with the salary and job

title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

Last Updated: November 2023



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PERSON SPECIFICATION

	Family Support Officer - Criteria	Essential / Desirable
Work related circumstances – professional values and practices of The Bishop Fraser Trust	High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements	E
	Ability to build and maintain successful relationships with students, treat them consistently, with respect and consideration and demonstrate concern for their development as learners	E
	Commitment to the Trust’s Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work	E
	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice	E
	Able to liaise sensitively and effectively with parents and carers recognising their role in student learning	E
	Able to improve their own practice through evaluations and discussion with colleagues.	E
	Flexible with an ability to be able to embrace and generate change	E
Personal Qualities	Self-motivated and personally resilient	E
	High levels of personal integrity, discretion, honesty, reliability and self-awareness	E
	Conscientious and diligent work ethic	E
	High standard of personal presentation with an excellent attendance and time-keeping record	E
	Exacting standards, with high levels of attention to detail and accuracy	E
	Patience, kindness and understanding	E
Professional Dispositions	Pro-active in using initiative	E
	The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focussed on meeting customer needs and satisfaction	E
	Maintains a positive outlook at work	E
	Willingness to take a hands-on approach as necessary	E
	Flexibility, on occasions and within reason, in approach to working hours	E
	A strength at organisation and prioritising	E
Qualifications	5 GCSEs or equivalent A*-C, including Maths and English at C grade or higher or ability to demonstrate equivalent ability.	E
	Willingness to train as a Fire Warden and First Aider if it is required	E
	An awareness and ability to work within the rules of relevant policies, legislation and good practice relating to schools, particularly Data Protection, Child Protection and Safeguarding	E
Experience	Experience in a pastoral, family support role in a secondary or educational setting	D
	Experience of working with families, adults and children and young people in an educational setting to overcome barriers to their personal, social or learning development to support access to learning and school.	D
	Using Educational SIMS	D
	Willingness to participate in relevant training and development opportunities.	E
Skills and Knowledge	Knowledge of current school attendance legislation	D
	Knowledge and understanding of the effect of social, economic and cultural issues on children and young people.	D

	Family Support Officer - Criteria	Essential / Desirable
	Understanding of the range of other services, partners and agencies which can support students, e.g., Educational Psychologists, CAMHS, Children's Social Services and other external organisations.	D
	Good ICT skills in the use of all Microsoft Office packages, with excellent use Excel for formatting, sorting, data collation etc. and Word e.g., mail merge. High quality presentation and accuracy	E
	Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.	E
	Full clean UK driving licence	E
	To be able to identify opportunities to ensure tasks are completed within specified timeframes.	E
	Good numeracy and literacy skills.	E
	Demonstrate and promote the positive values, attitudes and behaviour they expect from the students with whom they work.	E
Safeguarding of Children and Young People	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E