



Family Support Officer - Job Description

GRADE:	Salary range £27,210 - £28,458 p.a Harrow pay scale G4 (pro rata, actual £22,725 - £23,768 p.a) Contract type: Permanent Start date: January 2025
HOURS:	39 weeks per year, 8.30am – 4.00pm, 5 days per week 35 hours a week with half an hour unpaid break *this post also requires some flexibility as occasionally attendance at activities outside of the agreed work hours is essential.
REPORTS TO:	Deputy Headteacher
SUPERVISORY RESPONSIBILITY:	None, apart from assisting in work familiarisation of new members of staff

JOB PURPOSE

To provide a professional level of support to parents/carers and school staff, providing a core offer of services for children, young people and their families where children present with challenges and barriers to learning.

Aid Designated Safeguarding Lead (DSL), the Senior Leadership Team (SLT) and other staff to ensure all pupils are safe and will support, empower, enhance and improve the quality of life of the children, young people and their families at home and at Elmgrove Primary School and Nursery School.

Liaise with families to support them in accessing resources and helping to increase their involvement in the education and welfare of their children.



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MAIN DUTIES AND RESPONSIBILITIES

Supporting Families

- Provide a one-to-one confidential support/case working duties to parents/carers; offering support and advocating on their behalf when necessary
- Engage with families to develop and maintain a supportive and empowering relationship founded on mutual respect, trust and the strengths of families.
- To promote and facilitate parental /carer understanding of our pupils needs through engagement at coffee mornings, parent workshops etc. and to conduct home visits where necessary.
- Develop and implement a family support action plan for parent/carers events e.g. coffee morning, workshops, training etc, across the academic year.
- To plan, promote and facilitate when appropriate and evaluate parent/carers sessions.
- To act as a point of contact in school for families in need of support and signpost/refer to external services where appropriate.
- To provide opportunities for families to engage with the school by sourcing and initiating shared learning opportunities such as adult education courses/parenting courses etc.
- To maintain record keeping (CPOMS) in accordance with the policies and procedures in place in school, including case studies.
- Provide an annual report to the governing body on effectiveness of the service and support provided to Elmgrove families.
- Support parents' understanding of school policies and procedure (Health and safety, attendance, secondary transfer etc.)
- To work closely with the other Family Liaison/Support Workers in Harrow schools and local services to develop family support across Harrow and Provide regular and up to date information to parents via letters, notice boards (internal and external), social media, school website and bulletin. Collate information about local organisations, support and advice networks.
- Organise, support and deliver workshops, attend Parent Evenings (when possible), Parent Drop Ins, attend events organised by the PSA.

Safeguarding

- Respond to safeguarding concerns within school and decide how to respond to each referral. Have the confidence to make decisions and take responsibility for those decisions, following up with DSL and SLT where identified in line with the schools 'Safeguarding Policy and Procedure'.
- Liaise professionally with external agencies such as housing, children's centres, social care, early intervention etc.
- To be able to communicate with parents sensitively regarding the safety of their child where appropriate. This can include supporting a parent/carers who may be very distressed not agreeing or understanding the decision to refer to Social Services
- To ensure information is forwarded to the relevant agency as appropriate.
- To support Elmgrove School to fulfil all of its statutory requirements of Keeping Children Safe in Education.
- Complete MASH and CAMHS referrals with families in order to identify needs and assist with seeking appropriate support.
- Work within the CIN and CP procedures and attend meetings as required and directed to provide early intervention support and promote information sharing. These include preparing written reports as well being able to contribute to the discussion and decisions regarding the pupils' future and involvement of the statutory agencies and report back on these meetings using CPOMS.

- To work closely with the DSL and SLT to devise and implement effective safeguarding strategies including mental health, wellbeing and attendance.
- Along with the Headteacher raise attendance issues with parents and meet with parents in order to support them to improve their child's attendance.

Parental engagement

- Increase parent engagement in school through targeted action planning.
- Promote links between the home, school and other relevant community and statutory resources so that children, who are currently experiencing health, social, emotional or behavioural difficulties benefit.
- To ensure where possible, services are made accessible to parents with additional needs, or where English is not their first language and that they are supported to access community services and activities.

General

- Attend relevant training and events as and when necessary in order to secure the most up-to-date knowledge and skills to carry out the duties of the post.
- To be committed to own continued professional development.
- To comply with all policies and procedures relating to child protection and safeguarding, reporting all concerns to the DSL.
- Maintain positive working relationships with all staff, parents, children, governors and visitors.
- Attend and participate in relevant meetings as required.
- Accompany teaching staff and pupils on visits, trip and out of school activities as required and take responsibility for a group under supervision of the teacher.
- To assist in the supervision of children outside the classroom including in the playground, dining areas and halls.
- Follow relevant school procedures and ensure confidentiality at all times.
- Manage demands and timings of the different roles outlined; by prioritising the workloads in accordance of the needs ensuring all times tasks are duly completed.
- Understand and support the role of colleagues and respond, as appropriately as required, to the needs of teaching staff, non-teaching staff and pupils with regard to the above duties.

The details contained in this job description reflect the content of the job at the date it was prepared. However, it is inevitable that, over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the school will expect to revise the job description from time to time and will consult with the post holder at the appropriate time.

This document is not a contract of employment.

Completed applications should be emailed to applications@elmgrove.harrow.sch.uk

Closing date: 29th November 2024

Interviews: 5th/6th December 2024

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