



Post: Child and Family Support Worker

Person Specification

Criteria	Essential	Desirable
Qualification and experience		
NVQ Level 3 or equivalent in relevant field e.g. Health, social care, early years, adult education, education, working with parents.	✓	
Direct experience of working with families	✓	
Knowledge of school policies and procedures, including First Aid, Administration of Medicines, Health and Safety, GDPR		✓
Experience of setting appropriate professional boundaries with families	✓	
Knowledge and direct experience of developing and maintaining effective relationships with parents	✓	
Experience of working with families with complex needs who typically find it difficult to engage with services		✓
Experience of using the Common Assessment Framework (CAF)	✓	
Direct experience of working with individual and groups of children to improve outcomes	✓	
Skills and knowledge		
Ability to challenge behaviour and use influence with pupils and parents to raise standards of behaviour	✓	
Understanding of child protection policies and procedures and the importance of safeguarding children	✓	
Experience of work under the auspices of the safeguarding children and prevent agenda.	✓	
Knowledge of additional support services available for families and experience of signposting or referring families to these services	✓	
Ability to manage conflict and the ability to manage difficult conversations with parents.	✓	
Knowledge of using the CPOMS software		✓
Ability to attend and manage TAF, Core group and RCPC meetings	✓	

Aptitudes and dispositions		
Good ICT skills	✓	
Initiative/forward thinking	✓	
Forming positive relationships with pupils, parents and staff	✓	
Good organisational skills	✓	
Effective time management	✓	
Able to manage resources	✓	
Able to produce reports for meetings and to inform to school leaders	✓	
Communicate effectively both orally and in writing to different audiences, including an ability to engage with pupils and families.	✓	
Self-motivated and enthusiastic	✓	
Positive	✓	
Effective team worker	✓	
Open, honest and active listener	✓	
Job specific requirements		
Willingness to undertake further professional development	✓	
Able to work flexibly	✓	
Ability to travel	✓	
To comply with the policies of the schools, including the Child Protection Policy, Equalities Policy, Health, Safety Policy and GDPR and be expected to maintain confidentiality.	✓	
Contribute towards the overall ethos, work and aims of the schools	✓	
To provide a mixture of targeted group work and courses for parents.	✓	