



HERTFORDSHIRE COUNTY COUNCIL

JOB DESCRIPTION

RIVERS EDUCATION SUPPORT CENTRE

JOB TITLE: DSPL3 Primary Outreach Family Support Worker
HOURS: 36 hrs per week, over 5 days - Term Time Only + 1 Week. (Flexibility required)
REPORTS TO: Primary Behaviour Team Manager and Deputy Headteacher
GRADE: H6

Purpose of the Job

Work directly with families and parents/carers where a need has been identified. The role will be based at Rivers Education Support Centre, Hertford, but you will travel between the schools within the DSPL3 Area; Bishops Stortford, Sawbridgeworth, Buntingford, Ware, Hertford, and surrounding villages. You will:

- Provide early intervention family support to local families in order to improve outcomes for them and their children, to prevent an escalation that requires intervention by more specialist services.
- Signpost and utilise a full range of support agencies for families, children, and young people.
- Hold a caseload and provide targeted interventions of family support to vulnerable families with school age children, to develop their parenting skills in order to improve the social and emotional development and health of their children, removing barriers to learning.
- Work in partnership with the DSPL3 Primary Behaviour Team.

Main Duties

- To work with parents/carers and offer practical and emotional support to improve the outcomes for their children.
- To work with parents/carers and their children to increase their ability to enjoy school, to develop social and safety skills, to learn effectively and to be an active, valued member of the school and wider community.
- To ensure that the needs of children and families from different racial, cultural and religious communities are identified and to ensure equality of opportunity in the services provided.
- To advise and inform parents/carers about relevant local services where appropriate and make referrals to other agencies to access specialist support.
- To support the Families First Assessment process and organisation of the Team around the family.
- To liaise with the DSPL3 Primary Behaviour Team and attend relevant meetings as appropriate.
- To liaise with other professionals involved with families, including social workers, health professionals, Headteachers and other local professionals.
- To keep records of work, written and electronically where required and adhere to guidelines of confidentiality and information sharing.
- To attend training, supervision and development opportunities as directed by the Manager of the DSPL3 Primary Behaviour Team in order to develop skills and knowledge and keep up to date with developments in family support work.
- Be aware of and comply with all policies and procedures, in particular safeguarding, health and safety, confidentiality, lone working and data protection and report concerns to an appropriate person.

- To work as part of a team liaising on caseload to best support families who have children at risk of suspension and permanent exclusion.
- To make a positive contribution to the development of the DSPL3 Primary Behaviour Team service through skills sharing and knowledge with other colleagues.
- Undertake any other reasonable duties commensurate with the grade and experience as
- directed by the line manager.

This position will require the candidate to hold a current valid Driver's Licence and own vehicle, as you will need to drive to mainstream schools in the DSPL3 Area to support families and attend meetings.

Knowledge, experience & qualifications

- Good standard of general education including GCSE or equivalent Maths and English.
- Be willing to undertake Working with Parents, Level 3, City & Guild award, if equivalent isn't held.
- At least two years' experience of providing direct family work.
- Experience of working in partnership with schools or working in a school setting.
- Experience of providing sensitive, non - judgemental and empowering support for parents, children, and young people.
- Understanding of Child Protection and Safeguarding Policies and Procedures
- Knowledge and understanding of the EHM, Families First Assessment process supporting the team around the family
- Knowledge and understanding of confidentiality and professional boundaries.
- A confident and professional approach to working with parents, colleagues, and other professionals from a range of backgrounds and good verbal, written, listening and presentation skills.

Disclosure and Barring Service

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of our pre-employment checks.

- ❖ **The duties and responsibilities listed above describe the post as it is at present. The postholder is expected to accept any reasonable alterations that may from time to time be necessary. The DSPL3 Family Support Worker works under the direction of the Primary Behaviour Team Manager and is accountable to the Deputy Headteacher and the Headteacher who will delegate areas of responsibility as required. The Primary Behaviour Team Manager is responsible for the DSPL3 Family Support Worker' performance management. This job description may be amended at any time after full consultation, but in any case, will be reviewed annually.**