**Jesmond Gardens Primary School**

**Family Support Officer**

**Person Specification – September 2017**

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|  | **Essential** | **Desirable** | **Identified** |
| **Experience** | * Experience of working with and supporting vulnerable students and their families * Awareness of relevant legislation * Working knowledge of the Early Help Assessment process | * Experience in child protection issues, ideally in education or the public services * Knowledge of relevant legislation * A relevant qualification and/or experience in the field of education, social work/social care and/or community work * An awareness of current issues affecting children and young people | Application Form  Interview  References |
| **Qualification** | * Good levels of attainment in English and Maths (GCSE Grade C or above) * Have completed a relevant course of further education and show a commitment to lifelong learning. | * Degree or other related qualification * Evidence of Continuing Professional Development relevant to the post | Application Form  Interview  References |
| **Training** | * Willingness to undertake further training to improve skills, e.g. in counselling skills and in Parenting Education |  | Application Form  Interview |
| **Personality and Attitude** | * Ability to develop good relationships with a variety of professionals * Have the ability to deal with sensitive issues in a professional manner, understand the need for confidentiality when appropriate and to ensure clear and sensitive communication with parents/carers. * Willing to participate fully in school life * Enjoy working within a team and have the ability to work proactively with a wide range of personalities * Self-motivated * Determined * High level of initiative * Sense of humour * Sound judgement * Calm under pressure * Personable and approachable * Professional in appearance, manner and attitude | * Enjoyment of working within an educational environment * Enjoy varied work & fast paced environment | Interview  References |
| **Knowledge/**  **Skills** | * High levels of administrative and organisational skills * Ability to consult, reflect, analyse, persuade, negotiate and influence to establish most effective and logical course of action * Ability to work co-operatively and proactively with colleagues * To take the school lead on individual child protection cases and where students are deemed children in need or vulnerable * Ability to work effectively with students to support teaching and learning in a professional manner * Good oral and written communication, problem solving and liaison skills * Ability to prioritise and manage time with evidence of meeting deadlines and achieving objectives * Evidence of competent IT skills * Ability to respond to challenging circumstances | * Have a sense of vision to provide forward looking advice and guidance with regards to the school’s approach to child protection and inclusion issues across the whole school * Ability to facilitate/deliver a parenting programme or similar * Ability to facilitate/deliver specific group and individual work with children on emotional well being | Interview  References |
| **Behaviour and other related characteristics** | * Commitment to self and team development * Work in ways that promote equality of opportunity, participation, diversity and responsibility * A commitment to abide by and promote the Academy’s Equal Opportunities, Health and Safety and Child Protection Policies * A professional responsibility to promote and safeguard the welfare of children and young people * The post holder will require an enhanced CRB |  |  |