



Founded 1636 by Grace, Lady Manners
Lady Manners School

Job Description

Member of Staff:

Post Title: Student and Family Support Manager

Grade: 10

Responsible for: Family Support Workers

Responsible to: Assistant Headteacher (Pastoral)

Overall Responsibility:

To work as part of our pastoral team in leading work with families to support the engagement and well-being of students at school and at home. Working with families and school to plan and support learning and behaviour programmes. To support Early Help Assessments and act as lead professional where appropriate.

Specific Duties and Responsibilities:

1. Work as part of our team of pastoral staff to ensure that vulnerable young people are supported so that they can thrive within school and community to achieve their full potential.
2. Fulfil line management responsibility for staff within pastoral support.
3. Promote and support well-being and positive behaviour.
4. Provide support to families where students, particularly vulnerable students, are identified as requiring improved attendance.
5. Work with young people and families to develop action plans to tackle identified need and achieve lasting change.
6. Record and review progress against action plans and amend these as necessary.
7. Build and sustain relationships with partner agencies in order to effectively signpost families to appropriate support. Encourage the active participation of families with the services offering support.
8. Persuade, empower and motivate families to engage and overcome barriers which may involve managing and overcoming challenging behaviour from family members.
9. Organise / promote events in and out of school that allow young people to develop wider interests and participate in community initiatives in order to develop their self-esteem and confidence.
10. Work on a one to one or small group basis with young people to provide nurturing opportunities for children.
11. Develop and deliver parenting support groups and training.
12. Access school or external funding to support vulnerable young people and families.

13. Undertake Early Help Assessments and where appropriate be the lead professional to ensure that young people are kept safe and protected from harm.
14. Be responsible for accurate, detailed and timely record keeping and report writing, for meetings which could be multi agency, specialist or legal.
15. Take a lead in overseeing the looked after children (LAC) on role.
16. Attend Child in Need/ Safeguarding conferences and core groups on instruction.
17. Take responsibility, where appropriate, for students' cases when they are classed as children in need or have a child protection plan.
18. Ensure a continuous and consistent implementation of relevant safeguarding procedures, policies, legislation and emerging themes learned from case reviews to protect children and young people and ensure their safety.
19. Provide support for parents at meetings and appointments.
20. Support vulnerable students at times of transition including attending transitional annual reviews of statemented/EHCP students.
21. Ensure that practice reflects the school ethos, is child-centred and conforms to Derbyshire Safeguarding procedures and statutory requirements.
22. Report to and advise the Senior Leadership Team, Governors and other relevant staff with regards to the areas of responsibility.
23. Contribute to wider school support systems particularly within the pastoral and special needs areas.

Management of Staff

To be responsible for the management of allocated staff to include the following duties:

- Assisting in the recruitment process for staff.
- Inducting new staff and managing probationary periods.
- Conducting appraisals and ensuring development needs are met.
- Absence management and cover arrangements (including ensuring cover during the school holidays where appropriate).
- Completing returns indicating absences and additional hours/overtime for the team.
- Delegating tasks and duties and prioritising the work.
- Day to day supervision to ensure objectives, target and timescales are met.
- Conducting regular team meetings to cascade information and discuss issues.

Management of Resources

To be responsible for the management of all resources within the department in accordance with the Financial Regulations, to include the following duties:

- Selecting resources to be purchased.
- Approving orders.
- Receiving goods.
- Stock control.
- Processing invoices.
- Monitoring the allocated budget.

General Duties and Responsibilities:

1. Support the aims, ethos and priorities of the school.
2. Undertake training and development activities relevant to the position.

3. Maintain an understanding of and work within school policies, procedures and statutory regulations, including in respect of health and safety, equal opportunities, data protection, safeguarding children and safer working practice.
4. Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Person Specification

	Essential or Desirable
Experience:	
Managing/leading a team of people	Essential
Managing a budget	Essential
Managing operational performance	Essential
Working with young people/children and families with complex needs	Essential
Engaging with a range of external agencies to support families	Essential
Leading training and/or support groups with parents/carers	Essential
Acting as lead professional	Essential
Having an understanding and experience of working with students with attachment issues	Essential
Managing change	Desirable
Writing Early Help assessments	Desirable
Working within a school environment	Desirable
Working with families who are resistant to engage with support	Desirable
Qualifications:	
Good standard of education at GCSE or equivalent	Essential
Multi-agency safeguarding training	Essential
Relevant degree-level qualification (e.g. social work, youth work)	Desirable
Level 3 qualification in working with children, young people vulnerable adults and their families	Desirable
ILM Certificate in Line Management or equivalent	Desirable
Evidence of continuing professional development	Desirable

Knowledge:	
Understanding of the importance of safeguarding children and of safer working practice	Essential
Health and Safety issues relevant to the post	Essential
Thorough understanding of safeguarding and procedures	Essential
Understanding of the development of children	Essential
Sources of support within the local community	Essential
Early Help Assessments	Essential
Awareness of personal safety risks	Essential
The needs of the local community	Desirable
Skills:	
Ability to delegate	Essential
Making effective decisions	Essential
Empathy with the needs of vulnerable children and families	Essential
Ability to assess the needs of children and families and implement action plans	Essential
Ability to recognise the need for and maintain a high degree of confidentiality	Essential
Ability to relate to teachers, other professionals, parents/carers and students	Essential
Ability to work effectively with agencies including giving advice and information	Essential
Ability to challenge in order to help families change	Essential
Ability to work as part of a team and on own initiative	Essential
Ability to work calmly and professionally under pressure	Essential
Attention to detail	Essential
Ability to organise and prioritise work effectively and to deadlines	Essential
Using IT to enhance effectiveness and efficiency	Essential
Good communication skills, including presentation skills	Essential
Ability to analyse information and data	Essential
Writing reports for courts	Desirable

Attitudes and Values:	
Commitment to school improvement and raising achievement for all students	Essential
Ability to form and maintain appropriate relationships and personal boundaries with young people	Essential
Values the development of independence and self-esteem in young people	Essential
Takes responsibility and understands accountability	Essential
Committed to the needs of the students, parents/carers and other stakeholders	Essential
Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations	Essential
Adaptable to change	Essential
Ability to relate to and promote the school ethos	Essential
Other:	
Willing to self-improve / attend training	Essential
Have a full driving licence with business use insurance and a willingness to travel to rural areas	Essential

The post-holder must be prepared to carry out additional duties which may reasonably be required by the Headteacher. The duties of this post may vary from time to time, as required by the Headteacher, without changing the general character of the role or the level of responsibility.

Evidence will be drawn from some or all of:

- Letter in support of application
- Application form
- Response to questions during interview
- Test or task
- References