

### Job Description and Person Specification

<b>Job Role:</b>	Family & Community Support Worker
<b>Service Provision:</b>	Melksham House School
<b>Job Family:</b>	Support
<b>Line Manager:</b>	Headteacher
<b>Salary Grade:</b>	C Grade 1 - 5
<b>Annex:</b>	Please ensure you refer to Annex 1 with this job description

Melksham House School (MHS) is an all through (4-16) SEMH independent special day school. The Family & Community Support Worker will provide essential support for children with Special Educational Needs and Disabilities (SEND) or Emotionally-Based School Avoidance (EBSA) and their families. The successful candidate will work closely with students, parents, colleagues, and external agencies to ensure that children thrive academically, socially, and emotionally.

#### Key accountabilities, duties, and responsibilities:

##### Family Support

- Act as the primary point of contact for families of pupils with SEND, providing advice, advocacy, and emotional support tailored to their specific needs.
- Build and maintain strong, trusting relationships with families, promoting open communication and partnership working.
- Identify family needs and provide individualised guidance, signposting to external agencies or resources when necessary.
- Offer practical support to parents and carers, such as assistance with completing forms, navigating the EHCP process, and accessing local services.
- Organise and facilitate drop-in sessions, support groups, or one-on-one meetings to provide a safe space for families to share experiences and concerns.
- Support families throughout the transition process

##### Pupil Well-being and Support

- Collaborate with teaching colleagues to implement and review individualised support strategies that support home/ school partnership
- Actively promote inclusion, ensuring all children feel valued and are encouraged to participate fully in school life.
- Support the safeguarding team by promoting whole school values and identifying and assessing risks to children and families.

##### Collaboration and Teamwork

- Work closely with the school's SENDCo to align family support strategies with the broader SEND provision within the school.
- Liaise with external professionals, including social workers, therapists, healthcare providers, and local authorities, to ensure a coordinated approach to family and student support.
- Contribute to multi-agency meetings, such as Annual Reviews or Child in Need meetings, by preparing reports and advocating for family and pupil needs.
- Support teachers and colleagues by sharing key challenges, best practices for engaging with families at Melksham House.

- Collaborate with the wider community to promote and maintain positive relationships.
- Work collaboratively with other education provisions both within Brunel and beyond.

### **Crisis Intervention**

- Respond promptly to families in crisis, guiding them to appropriate services, such as housing support, mental health services, or financial assistance programs.
- Act as a mediator in conflicts between parents, carers, and the school, fostering positive relationships and resolving issues effectively.

### **Monitoring and Reporting**

- Keep accurate and confidential records of all interactions with pupils and families, ensuring compliance with safeguarding and data protection policies.
- Prepare reports on the effectiveness of family support initiatives and contribute to school improvement plans.
- Regularly review and evaluate family support strategies to ensure they meet the needs of pupils and align with the school's priorities.

### **Additional Duties**

- Participate and lead in school events, such as open days, enterprise fayres or parent evenings, to promote the family support role and build connections with families.
- Stay up-to-date with SEND legislation, local services, and best practices in family support, contributing to the school's ongoing development in this area.
- Actively promote a culture of inclusion, diversity, and equality across the school community.

<b>Tasks/duties</b>	<b>Essential skills</b>	<b>Desirable skills</b>
Qualifications and Training	<ul style="list-style-type: none"> <li>• Level 3 qualification in childcare, social care, education, or related field.</li> <li>• Safeguarding and child protection training.</li> <li>• Evidence of continuous professional development related to SEND.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in education, social work, psychology, or equivalent.</li> <li>• Training in mental health first aid or trauma-informed approaches.</li> <li>• Accredited qualification in family support or similar.</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Demonstrated experience working with children with SEND in an educational or support setting.</li> <li>• Familiarity with SEND frameworks and legislation (e.g., EHCPs, Code of Practice).</li> <li>• Proven ability to liaise with families and external agencies effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in delivering parenting or support programs (e.g., Triple P, Incredible Years).</li> <li>• Knowledge of local SEND support networks and resources.</li> <li>• Experience supporting families from diverse backgrounds.</li> <li>• Evidence of creating and maintaining community links including leading on community events.</li> </ul>
Skills and Abilities	<ul style="list-style-type: none"> <li>• Exceptional interpersonal and communication skills, both written and verbal.</li> <li>• Ability to build trusting relationships with families, students, and professionals.</li> <li>• Strong organisational skills, with the ability to manage a varied workload.</li> <li>• Problem-solving abilities and resilience under pressure.</li> <li>• Empathy, patience, and an understanding of the challenges faced by families of children with SEND.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficiency in using software for record-keeping and reporting.</li> <li>• Skills in delivering training or workshops to small groups.</li> <li>• Creative approach to problem-solving and supporting families.</li> </ul>