**Family Engagement and Support Officer-Job Description**

**Job title: Family Support and Engagement Officer**

**Responsible to: The Headteacher, Local Governing Body, Propeller Academy Trust Directors**

**Purpose To provide support to parents/carers under the direction of Headteacher/Deputy Headteacher**

The Family Support and Engagement Officer role is rewarding, challenging, interesting and varied

**Duties and responsibilities may include all or any of the following:**

**Signposting**

* Investigate and remain informed of current support available to families and children through the Local Offer
* Research and collate information for parents/carers about community projects and activities available to them outside of school hours
* Receive and act upon in a timely way to requests for advice
* Work with the Post 16/Careers Leads and Senior Leadership Team to ensure pupils and their families receive information, advice and guidance on transition options from Year 9 upwards

**Working with Families**

* Work with families in a variety of ways such as phone calls, face to face meetings, providing links to websites, providing support in meetings, carrying out home visits
* Support families to complete forms, referrals and requests where necessary, to access services such as Financial Help including DLA and PIP, Holiday Clubs and Activities, After School Provision, Charity Grants, Moving Into Adulthood
* Establish and maintain positive and trusting relationships with students and families by attending events such as coffee Morning, Parents Evenings and Social Events such as PFSA organised activities in order to better understand the families and their needs
* Be committed to working to support pupils with special needs with a wide range of learning difficulties including Autism, PMLD, sensory impairment and challenging behaviours
* Undertake and complete high-quality Strengths and Needs Assessments, to identify unmet needs. Attend meetings with LCSS to support taking the families forward to panel if appropriate.
* To establish, lead and minute multi agency Team Around the Family meetings
* To support families to ensure exemplary pupil attendance

**Working with other Professional**

* Attend multi-professional and Parent meetings in order to share information around individual students and their families including CIN and Hub reviews
* Communicate and collaborate with a wide range of people in different situations and build effective working relationships internally and with partner agencies.
* Confidently place the child's needs at the centre of all work and have the ability to challenge families/carers/other professionals to maintain this.

**Working within the School Community**

* Share the responsibility for the school’s health & safety and safeguarding of pupils at all times by following the school’s procedures
* Share effective two way communication between Parents / Carers and Teachers
* Work collaboratively with colleagues from across the Trust
* Demonstrate the ability to work flexibly to meet requirements of the role including responding to emergencies and able to travel to and access a variety of locations including safely transporting children and families
* Have evidence of ongoing professional training and development and continue to attend relevant training.
* Demonstrate the ability to use electronic systems in school to keep records and upload meeting notes and outcomes
* To work with the DSL to identify emerging safeguarding concerns and to know when and how to escalate to MASH using the threshold of Needs Matrix.
* Attend in-service training after school, whole school inset days, parent meetings and staff meetings as and when required.
* Communicate any concerns through the appropriate channels and play an active part in the team by participating in decision making as appropriate.
* Maintain confidentiality about pupils and their families
* Follow the agreed Kingfisher Code of Conduct

In addition to the above, all Academy employees having a legal duty under the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations to take care of their own health and safety, and that of their fellow employees, they also have a responsibility to students and to co-operate with the Academy to enable this policy to be successfully implemented.