

Job Description

Job Title	Family Support Worker
Grade and range	7
Reports to	Headteacher

School Name	Highshore School
Hours	36 hours 8:20 – 4:30pm Mon - Fri
Working pattern	Term time only
Supervises	n/a

Purpose and context	<ul style="list-style-type: none"> To provide advice and support to parents in a range of areas including: Housing, Benefits, School Transport and Welfare To liaise with specialist services and assist parents in completing documentation To engage effectively with parents from diverse backgrounds and with a wide variety of needs To be confident in using MIS systems to support the school admin team To be a part of the school's safeguarding team
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Principle Accountabilities

Advice

- Assist parents in completing documentation and offer specialist advice e.g. PIP, DLA
- To provide advice re debt, food banks and financial management
- To support parent in completing Free School meal applications
- Liaise with Awards and Benefits and LA regarding applications e.g. FSM, bus pass requests etc
- Maintain a spreadsheet of contact / involvement with parents and other professionals, providing data to SLT as required
- Maintain accurate and detailed records of interactions with parents
- Meet with parents in school and in the family home as required
- Keep up to date on all matters re benefits
- Collect and disseminate a range of up-to-date information about other agencies, benefits, etc.
- Refer parents/carers to other more specialist organisations
- To attend meetings with parents/carers as agreed by SLT

Transport

- To support parents/carers in completing transport applications and appeals
- Process requests for transport, ensuring effective liaison with service providers, LA, parents and clubs
- To liaise with LA providers of pupil transport
- To support parents in bus pass and Freedom Pass requests
- Producing up to date bus lists for the admin team and wider school



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Housing

- To provide knowledgeable advice to parents re the banding and bidding system in Southwark
- To advise parents re housing appeals
- To keep up to date on all issues regarding housing legislation, liaising with appropriate bodies

Admin

- To support the school office as required. Including reception duties, taking phone calls and passing on messages
- To maintain confidential records and admin systems
- Produce and share information for the school website/newsletters/parents
- Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate.
- Daily contact with parents regarding pupil absence
- To input data on School MIS system (Scholarpack) and use all MS Office programmes
- To work occasionally additional hours as required, with pre-arranged notice,
- Liaise with SLT re pupil attendance, contacting parents by phone, letter and face to face as directed by SLT
- To work with and be part of the schools safeguarding team

This list is not exhaustive and may include other tasks which may arise from time to time which fall within the remit of this role