

Person Specification

Assistant Family and Pupil Support Worker

Criteria	Essential	Desirable
Qualifications:	Educational achievement sufficient to support clear reporting and presentation skills	- Training/Qualification in work with pupils and parents - Qualified or working towards at least NVQ level 3 equivalent qualification in a relevant discipline related to children and/or families OR - Proven experience of working in a similar role
Experience:	- Experience and understanding of children within their family context - Demonstrable experience of delivering individual or group based support - Experience within the field of education, social services/welfare or the voluntary sectors	
Knowledge:	- Knowledge of the social and emotional factors that affect a child's capacity to learn - Awareness of the legislation affecting school attendance requirements	Knowledge of available support services and referral routes
Skills & abilities:	- Able to relate to young people and adults in an empathetic manner - Able to develop a rapport with pupils and their families - Able to deal with difficult situations and/or individuals in a calm, fair but effective manner - Able to deal with sensitive issues in a confidential manner - Able to influence others, managing discussions effectively to ensure desired actions are achieved - Able to communicate effectively - face to face or by telephone, with children/parents/head teacher/social workers etc. - Able to prioritise workloads and work to deadlines - Able to work as part of a team and use own initiative when required - Able to report and account to line manager as appropriate - Able to demonstrate awareness/commitment to upholding equal opportunity policies	Able to support learning by giving constructive feedback and coaching

Qualities & Attitude	▪ Able to maintain an effective record keeping system ▪ Able to undertaking relevant training ▪ Empathy ▪ Resilience ▪ Persistence
Other	▪ ICT and administrative skills. ▪ Satisfactory DBS clearance (will be confirmed as part of pre-employment checks)

The post holder may be required to travel to other local sites, including other CLP schools.