

Job Description and Person Specification



Job Description

Job Title	Family Engagement Worker
Grade	5
Service	Education – Education Entitlement
Reports to	Deputy Head Teacher
Location	Coventry Extended Learning Centre
Job Evaluation Code	A5714



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To support students and their families to improve engagement with education in order to enhance futures. Barriers to learning may be related to issues inside or outside of school.

The Family Engagement Worker, under the direction of SLT, will:

- Work alongside CELC staff and outside agencies to engage and provide support for students and families, in particular those proving hard to reach.
- Contribute to effective policies, systems and protocols to improve engagement and access to learning.
- Put robust measures in place to support parents, carers and students to improve academic achievement and promote wellbeing, working with external and internal agencies.
- Contribute to improving school attendance through engaging and supporting students and families.

Main Duties & Key Accountabilities

Core Knowledge

Family Support

- Build positive relationships with students and families.
- To act with persistence, assertiveness and creativity in order to engage challenging, 'hard to reach' families with multiple needs which may impact negatively on outcomes for our students and the family as a whole.
- Offer support, guidance and advice in order to improve the outcomes for our students and their families within the school context.
- To undertake direct work with individual students and parents/carers to find practical solutions to a range of issues. This may involve assisting with school attendance, home routines or other practical aspects of family life including contributing to the provision of parenting information and advice to parents of children and young people.
- Promote a positive impact on our students lives through parental engagement.
- Engage students and their families in constructive, positive activities and learning/developmental opportunities.
- Signpost families to appropriate support (e.g. for wellbeing and achievement).

- To provide support to families in accessing external support and work with them to improve attendance, wellbeing and academic achievement.
- Work in partnership with other agencies.
- Promote positive attitudes by students and families towards education and ensure that parents are made fully aware of their statutory responsibilities.
- Meet with school staff, students and families to identify individual issues and solutions.
- To make unsupervised contact with families in response to allocated referrals, i.e. home visits and/or meetings in school.
- To represent the school, when requested, at any multi-agency family meetings concerning individual families that are being supported, including submitting written reports.

Removing Barriers to School Engagement

- Establish and develop a professional service to support CELC in removing barriers and implementing interventions in order to improve engagement, improve academic performance, address SEMH issues, raise attendance, reduce persistent absence and improve punctuality.
- Support CELC with strategies to promote engagement with education, including the regular and punctual attendance of all students and assist with the implementation of the strategies.
- Make direct contact with families in their own homes and elsewhere to assess the reasons impacting on the engagement and attendance of individual students, facilitating their return or access to regular full-time education provision.
- Engage students on CELC sites and run small group and 1:1 session with poorly engaged and/or attending students.
- Establish the reason for non-engagement, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales.
- Work on initiatives which raise the awareness of staff, parents and the community on the importance of school engagement and attendance.

General

- Ensure records are maintained and kept up to date.
- Keep clear and concise records of all consultations and to write any other reports (e.g. action plans and reports) as required by the school.
- Use IT systems to produce reports, often to tight timescales, and record information including statistical data, providing reports to senior managers and other professionals.
- Manage and prioritise your own workload in line with service requirements.
- Hold a full driver's license and your own transport.

The Family Engagement Worker will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Family Engagement Worker will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the senior leadership team.

- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Parents/Carers Social Workers Attendance Team Outside agencies	Students Teachers Pastoral Managers Admin Teaching Assistants

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
<ul style="list-style-type: none"> ▪ Knowledge of the range and type of interventions available and be able to apply these appropriately in the context of the school's resources and the individual student. 	
<ul style="list-style-type: none"> ▪ Understanding of effective strategies in addressing attendance and engagement issues. 	
<ul style="list-style-type: none"> ▪ Knowledge of child protection and safeguarding 	
Skills and Abilities	
<ul style="list-style-type: none"> ▪ Ability to plan, deliver and evaluate high quality interventions with a measurable impact. ▪ Data analysis skills, and the ability to use data to inform provision planning. ▪ Effective communication and interpersonal skills. ▪ Ability to build effective working relationships ▪ Ability to influence and negotiate. ▪ Good record-keeping skills. ▪ Ability to work with CELC leadership team in order to make an active contribution to driving forward the strategic vision of the CELC. ▪ To be able to work constructively as part of a team. ▪ Ability to demonstrate a range of strategies to motivate and enthuse disaffected learners. ▪ Ability to motivate students to make excellent academic and pastoral progress, addressing disaffection. ▪ Ability to communicate and work constructively with parents and other agencies. ▪ Effective skills in using and maximising the potential of ICT software and hardware. ▪ Ability to build positive working relationships with students and adults. ▪ Ability to self-evaluate learning needs. ▪ Skills in positive, assertive behaviour management. ▪ Commitment to getting the best outcomes for pupils and promoting the ethos and values of the school. ▪ Commitment to equal opportunities and securing good outcomes for pupils. ▪ Ability to work under pressure and prioritise effectively. ▪ Commitment to maintaining confidentiality at all times. 	
Commitment to safeguarding and equality.	

Experience	
▪ Experience of working effectively with disaffected/disengaged students.	
▪ Experience of working effectively with families.	
▪ Experience of working with targeted groups of students.	
▪ Experience of working constructively with other agencies.	
▪ Experience of working at a whole-school level.	
Involvement in self-evaluation and development planning	
Qualifications	
▪ Good Literacy and Numeracy skills.	
Evidence of continuing professional development.	
Special Requirements	
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).	

Date Created	June 2021	Date Reviewed	May 2024
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