

WALBOTTLE CAMPUS

Family and Student Support Officer

Person Specification

Part A: Application Stage

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

1	Experience working in an educational and/or social care setting with children/young people.
2	Demonstrable awareness of legislation relating to welfare and the protection of children.
3	Demonstrable understanding of the social and welfare issues affecting children and their families.
4	Experience dealing professionally and effectively with other agencies.
5	Effective interpersonal skills including experience in either mediation or conflict resolution.
6	Ability to work effectively with minimal supervision on own initiative and as a member of a team.
7	Effective written communication and the ability to produce high quality reports and statistical information.
8	Effective organisation and ICT skills.
9	Good attendance record.

Desirable

10	Nationally recognised qualification in Education or Social Care.
11	Demonstrable knowledge of the education system.
12	Awareness of legislation relating to school attendance.

Part B: Assessment Stage

Items 1, 2, 3, 4, 5, 6 and 7 of the above criteria will be further explored at the assessment stage in addition to the criteria listed below:

Essential

1	Appropriate behaviour and attitude towards safeguarding and promoting the welfare of children and young people including: <ul style="list-style-type: none">▪ motivation to work with children and young people▪ ability to form and maintain appropriate relationships and personal boundaries with children and young people▪ emotional resilience in working with challenging behaviours attitude to use of authority and maintaining discipline.
2	Effective communication and presentation skills.
3	Ability to persuade, influence and gain co-operation.
4	Ability and confidence to challenge difficult behaviour and/or other professionals.
5	Ability to deal professionally and effectively with difficult situations involving children, families and or/other agencies or interested parties.

6	No disclosure about criminal convictions or safeguarding concern that makes applicant unsuitable for this post.
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8	This post involves visiting families in their homes as a regular requirement, therefore ability to work on own initiative within departmental protocols/procedures is essential.

The following methods of assessment will be used:

Method		Method	
Interview	Yes	Task	Yes

Part C: Additional Requirements

The following criteria must be judged as satisfactory when pre-employment checks are completed:

1	Enhanced Certificate of Disclosure from the Criminal Records Bureau
2	Additional criminal record checks if applicant has lived outside the UK
3	List 99 and/or POCA List (residential establishments only) check
4	Medical clearance
5	Two references from current and previous employers (or education establishment if applicant not in employment)