

### Person Specification – Family Support Worker (Grade 6)

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A), Reference (R), Interview (I)
<p><b>Qualifications</b> Professional/academic level 3 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field</p> <p>Working at national occupational standards (NOS) for learning, and knowledge / skills equivalent to current national qualifications in learning, development and support services for children, young people and those who care for them at level 3</p>	E	A
	D	A
<p><b>Experience</b> Experience of, or the ability to demonstrate the competence to work directly with individual children, young people and families to identify and assess their needs and make appropriate planned responses to improve outcomes</p> <p>Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families</p>	E	A, I
	D	A, I
<p><b>Knowledge and Skills</b> Working knowledge and understanding of the work practices, processes and procedures relevant to Early Help</p> <p>Empathy and sensitivity to the needs arising from a wide range of family dynamics</p> <p>Good understanding of the developmental milestones of children and young people and the issues that affect them</p> <p>Good analytical, assessment and critical reflection skills</p> <p>Good written and verbal communication skills</p> <p>Ability to influence others practice based on technical or professional expertise</p> <p>Ability to build and maintain effective networks and relationships</p> <p>Ability to work as member of a team</p> <p>Ability to work without close supervision</p> <p>Ability to interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service</p>	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
	E	A, I
<p><b>Other</b> Commitment to equality and diversity</p> <p>Commitment to health and safety</p>	E	I
	E	I

Satisfactory attendance record/commitment to regular attendance at work	E	R
Commitment to safeguarding and protecting the welfare of children and young people	E	A, I
Commitment to undertake in-service development	E	A
To be aware of the confidential nature of issues related to home/pupil/teacher/school work.	E	A, I

**Date created:** 31/01/23

## Grade Profile - Level Six – Operative / Support (Grade 6)

<b>Level Six Purpose</b> To provide support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialised skilled activity. This may include day-to-day supervision and direction of a small group or team.
<b>Scope of Work</b> Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and solve varied problems some of which may be difficult. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently to unanticipated problems or situations.
<b>Accountabilities/Responsibilities</b> Role holders may be responsible for: <ul style="list-style-type: none"><li>▪ The allocation of work to a small group or team; or</li><li>▪ Accounting for expenditure from agreed budgets; or</li><li>▪ Overseeing the administration of support systems and processes; or</li><li>▪ Undertaking specialised service support activities; or</li><li>▪ Providing service and situation specific advice and guidance; or</li><li>▪ Using specialised equipment.</li></ul>
<b>Skills, knowledge and experience</b> <ul style="list-style-type: none"><li>▪ Extended experience or the ability to demonstrate the competence to undertake the role.</li><li>▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable.</li><li>▪ Working knowledge of the practices, processes and procedures relevant to the role.</li><li>▪ Developed skills appropriate to the job discipline.</li></ul>
<b>Performance Measures</b> <ul style="list-style-type: none"><li>▪ Completion of work to required standards, deadlines and timescales.</li></ul>