
















## Lowerhouse – Inspiring a lifelong love for learning!



### Lowerhouse Junior School Senior Family Support Worker / Learning Mentor

<b>JOB TITLE:</b>	Senior Family Support Worker / Learning Mentor (SEND)
<b>GRADE:</b>	Grade 8 (Fixed Term)
<b>LOCATION:</b>	Lowerhouse Junior School
<b>STAFF RESPONSIBLE FOR:</b>	Teaching Assistants (where appropriate)
<b>Scope of role:</b> Work in partnership with the School Senior Leadership Team to provide focussed guidance and management support to frontline delivery staff, through both professional experience and theoretical knowledge.	
<b>In addition to the following duties, the postholder may be required to undertake any of the duties normally associated with a lower graded Teaching Assistant post</b>	
<b>Accountabilities/Responsibilities – appropriate for this post of Family Support Worker / Learning Mentor:</b>	
 Co-ordinate the work of a group of frontline delivery staff to ensure that school procedures are properly implemented and that outputs are accurately recorded.	
 Identify and act upon opportunities for improving day to day procedures and processes within the team or work area.	
 Act as a professional point of technical reference, providing suggested practice strategies, guidance on the more complex issues and monitoring adherence to relevant standards.	
 Train others in the use of specialist equipment, systems or work methods to support the development of the Inclusion team.	
 Manage resources and/or influence decisions about budget allocation to meet work objectives, to ensure appropriate resources.	
 Implement school policy and procedures, undertaking tasks in terms of embedding new procedures, assisting with preparation for inspections, reviewing assessments and analysis of key performance data sets in relation to the work area.	
 Support the managed group of staff in the identification of service user needs and implementation of appropriate practice response processes, providing technical guidance when needed.	
 Engage in supporting key work allocation processes for the work area and approval of assessments of need and action plan responses, with a view to rigorous quality standards.	
 Undertake suitable preparation, planning and evaluation of service delivery in the work area, ensuring efficiency, effectiveness and continuous improvement.	
 Provide on the job training, mentoring and guidance to less experienced members of staff around key school policy and procedure to ensure they are able to deliver in their role.	
 Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision in relation to early help service delivery	
 To work within school policies and procedures	
 To take care of their own and other people's health and safety	
<b>Prepared by:</b> Gary Lloyd	
<b>Date:</b> 16/09/2025	

#### Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

This school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**Attendance**

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

## Person Specification

### Post Title – Senior Family Support Worker / Learning Mentor

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A), Interview (I) or reference (R)
<b>Qualifications</b> Professional and/or academic level 5 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
<b>Experience</b> Experience of supervising staff, including ability to delegate tasks and track performance. Substantial experience in delivering early help support/services to children young people and families as part of a multi-disciplinary team, including planning activities, producing assessments Experience of managing budgets and/or resources deployed to assist with the delivery of service provision Experience of working with a wide range of other professionals to develop and deliver shared initiatives for service delivery	E E E E	A, I A, I A, I A, I
<b>Knowledge and Skills</b> Comprehensive understanding of the work practices, processes and procedures relevant to the role Strong understanding of thresholds relating to continuum of needs Empathy and sensitivity to the needs of staff delivering complex and demanding public services Strong range of staff management skills and workforce development techniques Good analytical, assessment and critical reflection skills Good written and verbal communication skills, including the ability to negotiate and influence Ability to informally coach, guide and mentor staff Ability to influence others practice based on technical or professional expertise. Ability to build and maintain effective networks and relationships Ability to use and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E E E E E E E E E E	A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I
<b>Other</b> Commitment to equality and diversity Commitment to health and safety Commitment to undertake in-service development Commitment to safeguarding and protecting the welfare of children and young people Satisfactory attendance record/commitment to regular attendance at work.  To be aware of the confidential nature of issues related to home/pupil/teacher/school work.	E E E E E E	A, I A, I A I R I