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| **Senior Student Support Officer (Family Worker) : Person Specification** | | |
| **Education and Qualifications** | **Criteria** | **Assessment** |
| Attainment of GCSE grade C or above in Maths and English (or able to demonstrate equivalent numeracy and literacy skills to a level 2 standard of education) | E | A |
| NVQ Level 3 or above or other equivalent qualification in Social Care (Children/ Young People) or Child Care fields. | D | A |
| Commitment to personal/professional development | D | I |
| **Experience** | **Criteria** | **Assessment** |
| Relevant experience of working with young people aged between 11-19 | D | A,I |
| Experience of working in an educational setting | D | A,I |
| Experience of working with students, families and external agencies | E | A,I |
| Experience of engaging and working with vulnerable families and children with challenging needs and/ or behaviour, as portrayed by case examples. | E | A,I |
| **Knowledge and Skills** | **Criteria** | **Assessment** |
| An understanding of family dynamics and child development and how parenting affects the development of the child, as evidenced in case examples | E | A,I |
| Understanding impact of poor behaviour and attendance | E | A,I |
| Knowledge and understanding of safeguarding & associated procedures | E | A.I |
| Knowledge and understanding of Microsoft packages incl Excel, Word, Teams, Forms, Sharepoint etc | D | A,I |
| Experience of delivering effective parenting guidance and support and demonstrably improving parents/ carers’ confidence and skills. This includes delivering evidence based parenting interventions and programmes. | E | A,I |
| Ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands. | E | A,I |
| Ability to work well as a team and with other colleagues, including managers and other multi-agency workers. | E | A,I |
| **Personal Qualities** | **Criteria** | **Assessment** |
| Ability to communicate with a variety of people | E | A, I |
| Meet deadlines whilst working under pressure | E | A, I |
| Ability and experience to cope with significant emotional demands, caused by contact with the most vulnerable children and families. | E | I |
| Enthusiastic and committed | E | I |
| Self-motivated and able to work constructively as part of a team | E | A, I |
| Excellent Interpersonal skills | E | I |
| High standards of professionalism, confidentiality and discretion | E | A, I |

**Criteria Key Assessment Key**

**E Essential A Application Form**

**D Desirable I Interview**