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| **Job Description** |  |

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| **Job Title:**  Family Outreach Mentor | **Service Area**:  Pupil Referral Unit (PRU) |
| **Grade:**  SO1 | **Date last updated:**  Oct 2021 |

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| **EQUALITY AND DIVERSITY** |
| We are committed to and champion for equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. |
| **PROTECTING OUR STAFF AND SERVICES** |
| Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. |

**Overall Purpose of Job**

To work as part of a Co-located Multiagency taskforce (MAST) based in Newham Pupil Referral Units.

The post will contribute to the provision of effective and high quality multi-agency family support and intervention work. The Family Outreach Mentor will work as part of the Newham PRUs Multiagency Specialist Taskforce to:

* Work collaboratively to promote continued positive and supportive professional working relationships between Newham PRUs and families, which are based on mutual respect.
* Work towards identified aims of support agreed with families to help them to overcome any barriers that may be affecting their child’s ability to access education.
* Encourage families to widen their network of relationships and to access the support and services available in the community.
* Be responsible for seeking and identifying appropriate interventions and access to resources which may support young people and their families in making progress and mitigating perceived risk
* Encourage and promote students to engage with positive learning opportunities that raise aspiration and improve life.
* Lead on the development of the Newham PRUs Parental Engagement calendar of events, working closely with the lead learning mentors on site in developing and implementing a parental engagement programme across the school to ensure parents and carers are involved in school life and provided opportunities to access additional support and information regarding their child’s education.
* Assess key areas of Contextual Safeguarding Concern and risk for young people referred to Newham PRUs and put in place comprehensive Risk Management Plans which will inform pathways, interventions and targeted programmes of education whilst on roll at Newham PRUs.
* Report and feedback on individual cases as part of a regular cycle of review and reporting.
* Work as part of Newham PRUs pastoral and safeguarding teams in raising the profile of parental engagement across the PRUs and deliver Staff CPL as and when necessary to ensure staff are fully informed.

**Accountabilities**

1. The post holder is accountable to and line-managed by The Safeguarding Welfare and Attendance Manager
2. This post holder has no line management responsibilities
3. The post holder has no budgetary responsibility.
4. The post holder may be required to work evenings, weekends and occasional public holidays

**Job Context**

Newham Pupil Referral Units (PRUs) which include Tunmarsh School (Onsite and Outreach), New Directions PRU and PHOENIX report to a Management Committee. We offer a range of educational programmes for young people unable to attend their mainstream school.

Our aim is to help remove barriers to learning through an individualised response to all of our pupils’ needs. We passionately believe in giving young people every opportunity to learn and succeed in our friendly, supportive schools.

The post holder will be part of the Multi Agency Specialist Taskforce (MAST) and will report to the Multiagency Specialist Taskforce Coordinator (MAST) and work together with the Multi-Disciplinary Team.

**Professional Standards**

* Establish and build professional working relationships with pupils and their parents/carers
* Explore pupils’ and families’ needs, aspirations and the support they require to achieve their goals.
* Review and evaluate the mentoring process, to ensure that the quality of the support offered is effective and impacts positively on improving pupil outcomes.

**Accountabilities**

1. The post holder has no budget responsibility.
2. The post holder has specific Health and Safety responsibilities in respect of their duties.
3. The post holder has specific risk management responsibilities in respect of their duties.

**Job Context**

New Directions PRU and Tunmarsh School are registered as Pupil Referral Units (PRUs) which report to a Management Committee.

**Responsibilities**

**Mentoring and Supporting Pupils**

1. Provide pastoral support through 1:1 mentoring with young people, regular family liaison, home visits and signposting / making referrals to with other agencies (e.g. health, social care and School Home Support).
2. Support, preparation and delivery of induction programmes and reintegration programmes for pupils.
3. Maintain regular contact with families/carers of pupils to keep them informed of individual needs and progress, and to secure positive family support and involvement.
4. Manage a mentoring caseload for allocated pupils and their families, including maintaining up-to-date records, carrying out risk assessments, and preparing action plans for work with individual pupils.
5. Provide reports on pastoral activities and progress for pupils as required. This includes reporting for Pupil Passports and Progress reports.
6. Attend multi-agency meetings to support with effective partnership working and ensure communication is effective.
7. Deal with any issues raised by pupils during confidential discussions promptly and inform relevant staff of the issues and the action taken.
8. Attend daily debrief sessions to ensure relevant information is shared with key staff
9. Lead on the development and implementation of the Newham PRUs parental engagement strategy.

**Support to Parents and the Community**

1. Liaise and work closely with parents, outside agencies and education welfare with regard to confidential, sensitive information and complex issues.

1. Support pupils and their families when there are difficulties at home and/or engaging with school.
2. To provide practical and emotional support to parents/carers and pupils.
3. Liaise with outside agencies and support families on your caseload when they are contacting or meeting with outside agencies.
4. Attend regular meetings with line manager and appropriate senior staff to report on caseload.
5. Carry out assessments which are reviewed and reported on for presentation to stakeholders including PRUs management committee.
6. Research and have full knowledge and appreciation of the range of activities, courses, opportunities, organisations and individuals that could be drawn upon to provide extra support for pupils and their families.
7. Facilitate the sharing of information between local agencies, schools, authorities and other learning mentors. To network with other learning mentors and share best practice.
8. Continue to professionally develop the role of Learning Mentor by attending appropriate and relevant training programmes.
9. Report as required to colleagues on your input with pupils and their families.
10. Work with lead mentors on site to further develop the Newham PRUs Pastoral Framework. Support with the implementation and Quality Assurance of the Pastoral Framework, including supporting access to appropriate CPL, supporting colleagues and ensuring consistency in practice across the Pastoral Team.
11. Contribute to developing and implementing PRU wide well-being and safety of pupils and their families through delivering interventions to support families and their children.
12. Work together with the Safeguarding and attendance Team to develop to embed systems and procedures for improving attendance and punctuality, including phone calls home for non-attenders, home visits and tracking attendance and punctuality.
13. Work together with the Safeguarding and attendance Team to ensure effective secure safeguarding arrangements and support is in place for all pupils. This includes attending statutory meetings, reporting to other agencies, and making referrals where necessary.
14. Work with the SENCO, Multi-Disciplinary Team and colleagues across the school to ensure pupils with special educational needs are supported and provided information that supports the preparation and review of learning and target setting.
15. Work with outside agencies to support safeguarding and pastoral needs of pupils.
16. Attend and contribute to weekly Contextual Safeguarding meetings
17. Work with colleagues across the school and other agencies to develop transition plans for pupils, tracking progression and offering support and advice for reintegration into mainstream education, training or employment.
18. Work flexibly across all PRU sites and carry out any other duties as related to the job role.
19. Take part in in-service training and professional development, relevant performance management arrangements and other meetings as required.
20. Lead on the Parental Engagement strategy and contribute to the School Development Plan and Self Evaluation Framework.
21. Share in the school’s commitment to safeguarding and promoting the welfare of young people.
22. To follow the school’s behaviour policies, procedures and guidelines at all times.
23. Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
24. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
25. Be aware of and support differences and ensure all pupils have equal access to opportunities to learn and develop.
26. Liaise effectively with teachers/parents/guardians, welfare officers, health visitors and other professional staff as part of the routine consultative process.
27. Contribute to the overall ethos/work/aims of the school.
28. Participate in training and other learning activities and performance management as required
29. Recognise own strengths and areas of expertise and use these to advise and support others.

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| **Person Specification** |  |

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| **Job Title: Family Outreach Mentor** | **Service Area**:  Pupil Referral Unit (PRU) |
| **Grade: SO1** | **Date last updated: October 21** |

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| IMPORTANT INFORMATION FOR APPLICANTS | | | |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible. | | | |
| **CRITERIA** | **METHOD OF ASSESSMENT** | | |
| **EQUALITY AND DIVERSITY** | | | |
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| **PROTECTING OUR STAFF AND SERVICES** | | | |
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| Knowledge and Skills  Knowledge/experience of the following: working in formal educational settings, safeguarding procedures and vocational options.  Knowledge of therapeutic and systemic approaches to pupil and family support  Understanding of principles of child development and learning processes and in particular, barriers to learning.  Ability to plan effective actions for pupils at risk of underachieving.  Full working knowledge of relevant policies/codes of practice and awareness of legislation.  Good ICT and record keeping skills  Ability to work constructively as part of a team  Ability to lead on the development and implementation of interventions to support parental engagement.  Ability to relate well to children and to adults.  Ability to prioritise effectively. | | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application / Interview  Application / Interview / Test  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview |
| **Qualifications**  A suitable literacy and numeracy qualification | |
| **Experience**  Experience of working with young people in both formal and informal settings.  Experience of delivering mentoring programmes based on therapeutic systemic family practice.  Experience in promoting home – school partnerships to support learning.  Experience in working in a school or PRU.  Experience of working successfully with behaviour management procedures and strategies.  Experience of using systems of recording, reporting and assessment to challenge expectations of performance  Experience in working in a multi-agency setting.  Experience in leading on school wide interventions | | Essential  Desirable  Essential  Essential  Essential  Essential  Essential  Essential | Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview |
| **Skills and Abilities**  Ability to engage constructively with, and build positive working relationships with a wide range of young people and their families.  Ability to work as part of a multi-disciplinary team.  Ability to identify potential barriers to learning and strategies to overcome these barriers.  Excellent communication and interpersonal skills in order to win the confidence of, and work successfully with pupils, staff and parents/carers.  Good literacy and numeracy skills.  Ability to set appropriate and achievable targets for pupils and monitor and report progress against targets.  Ability to establish and support a climate of high expectation and high self-esteem in pupils. | | Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application / Interview  Application / Interview  Application / Interview  Application / Interview / test  Application / Interview / test  Application / Interview  Application / Interview |
| **Personal Style and Behaviour**  A commitment to promoting and safeguarding the welfare of children and young people.  Energetic, highly motivated and able to use initiative in identifying problems and possible solutions.  Adaptable to change and the ability to work flexibly to meet the individual needs of pupils. | | Essential  Essential  Essential | Application / Interview  Application / Interview  Application / Interview |
| **Other**  The post holder will require flexibility and resilience in order to be able to manage the demanding environment of working in a SEBD setting.  This post is subject to an enhanced DBS check.  **Working pattern: The post is 36 hours per week for 46 weeks a year only.** | | Essential  Essential | Application / Interview  Satisfactory clearance at conditional offer stage |

**Working pattern: The post is 36 hours per week for 46 weeks a year only.**

**This post is contracted until 31st August 2023**