Person Specification: Parent Support Advisor

Essential	Desirable
Experience & Knowledge	
 Knowledge of issues affecting families and parenting needs of children Knowledge of available support services and referral routes 	 A good knowledge of the local community and school Experience of working with pupils, parents, staff and the local community Experience of multi-agency working, preferably including childcare, health and social care Experience of community / voluntary / parent / partner agency links Confident and knowledgeable about CAF processes Up to date knowledge and understanding of safeguarding matters Knowledge of special educational needs
Personal Characteristics	
 Genuinely care for the well-being of children, parents and families Be approachable and have empathy with people in a range of circumstances Excellent communication, listening and observation skills Ability to work confidentially A commitment to inclusive education Work flexibly 	
Skills & Abilities	
Ability to: Work with school staff to identify those families who need support Build relationships with pupils and their families Deal with difficult situations and/or individuals in a calm, fair but effective manner Understand different professional roles and perspectives Demonstrate excellent computing skills Prioritise workload & work to deadlines	Ability to: Facilitate groups Previous experience with inter-agency working (Health / Social care, etc.)
Education / Qualifications	
 Willingness to undertake training Educational achievement sufficient to support clear reporting & presentation skills 	 Good basic written English Recognised qualification at level 1, 2 or 3