

## Bi-lingual Support Worker – Grade 6

### Job purpose:

The Bi-lingual Support Worker will work as part of a team to support children, young people and their families who are International New Arrivals (INA) which include asylum seekers, refugees and economic migrants, and children missing in education who have arrived in to Kirklees and require educational provision.

The Bi-lingual Support Workers will work in partnership with other services e.g. Schools, Early support, C & K Careers, housing, health and the voluntary sector to develop and extend effective home school liaison and positively impact on family integration, well-being, school attendance and pupil attainment.

They will be required to work one to one or with small groups of pupils and support staff in schools to support the delivery of the curriculum, build home to school relationships and open lines for communication regarding educational issues or concerns regarding the children, young people for a period of integration. Find out more about [working for Kirklees](#).

### Key areas of responsibility:

- To work with INA children, young people and their families as required to assist with interpreting their specific needs and contributing to the development of integrated working.
- To work one to one or in small groups to support INA pupils within an educational setting and contribute to plans, reviews and evaluations of the pupil's progress.
- To assess the child, young person and their family's needs and to make appropriate recommendations for family support, and community based and therapeutic services either directly or indirectly provided by the department or by other agencies.
- To undertake an assessment of English as an Additional Language (EAL) and plan a basic package of time limited work from existing resources.
- To produce a short case study evidencing a positive outcome for quarterly reporting.
- To liaise with and involve other agencies and professionals as necessary e.g. signposting or joint working with both internal and external services to ensure children and families access support for unmet needs such as Locala, Housing, KAB, Welcome centre - voluntary sector.

- To maintain appropriate and timely computerised records of cases, plans and actions taken, in line with the service's Client Access to Files Policy and the national policy on electronic recording.
- Commitment to ongoing professional development, sharing good practice and attendance at team meetings.
- Will be expected to adhere to lone working policies and take responsibility for their own wellbeing. This includes travelling to and from schools or family homes.
- To comply with all the requirements of child protection, family and human rights legislation, national and Council policy, procedures and processes and professional standards.

## • **Decisions – discretion & consequences**

- The post holder will be required to effectively priorities their workloads and meet deadlines. Respond to referrers and requests for support from families in a timely manner.
- A high quality service is delivered in an effective way to meet the Council's priorities and national initiatives.
- Will need to have awareness and understanding of the sensitivity and appropriateness of sharing information about families who are asylum seekers or part of the Syrian/Vulnerable Persons resettlement program.
- Will need to work on own initiative, making decisions about when to refer the family for support to address unmet needs with the family and signpost to agencies to access support e.g. refer to Early Support for the parent access a parenting program.
- Sharing safeguarding concerns with the designated safeguarding officer within the school or encouraging parent to give consent to refer to other services for support.

## **Resources – financial & equipment:**

### Physical skills

- The post holder will be expected to adhere to Council Policies when claiming travel/mileage expenses.
- The post holder will be expected to be able to use a computer

## Responsibility for finance

None

## Responsibility for physical resources

- The worker will be required to use computer equipment that will be assigned to them with the expectation they use and maintain in line with Council Policies.
- The Support Workers may be required to use IT equipment and photocopy machine in accordance with schools policies and as part of planning learning activities.

## **Work environment – work demands, physical demands, working conditions and work context**

### **Work demands**

- Maintaining accurate records including assessment, planning and reviewing of time limited work with allocated cases on databases and computer systems e.g. synergy and Nexus.
- Responding to referrals from school staff to communicate with parents/carers regarding safeguarding concerns for INA children and young people.
- Attending joint home visits with attendance and pupil support officers regarding INA pupils.
- The postholder is responsible for assisting with the INA pupils learning and ensuring that they are achieving their learning objectives and putting plans in place or involving other agencies if required.
- The postholder will assist the INA pupils who may be new to the education system to familiarise themselves to the schools routines and facilitate effective two way communication between pupils, parents and teachers.
- The postholder is responsible for the Health and Safety of the pupils they are working with to ensure a safe working environment.
- The postholder will be required to speak an additional language which will be determined by the needs of the service.

## Physical Demands/skills

- Normal office environment.
- Regular amount of time spent working on a P.C.
- Travelling to and from schools and visits to the family homes when required.

## Working Conditions

- Normal office environment
- Infrequent home visits to family homes
- The post holder will be spend half of their time in the loud, busy environment of a school

## Work Context

- Normal office environment
- The post holder may be subject to high emotional demands due to the backgrounds of the pupils they are working with and may be exposed to disclosures about distressing events in the family's lives.
- Dealing with parents facing stressful situations may expose the worker to verbal aggression, either on the telephone or in person.

Knowledge, skills & experience:	E/D
E = Essential	D = Desirable
*indicates shortlisting criterion	
• Fluency in the language spoken by the target clientele.	E
• Experience of working positively with children and families.	E
• Knowledge and understanding of the process of language acquisition.	E
• Knowledge and understanding of child development.	E
	E

- Awareness of the many difficulties present in the daily life of some INA families and how these can negatively contribute to their children achieving and sustaining school attendance.
- Good communication skills both written and verbal in English.
- Knowledge and understanding of Primary/Secondary School curriculum.
- Experience of working in partnership with other agencies e.g. Early Support, Social Care, schools, health, housing

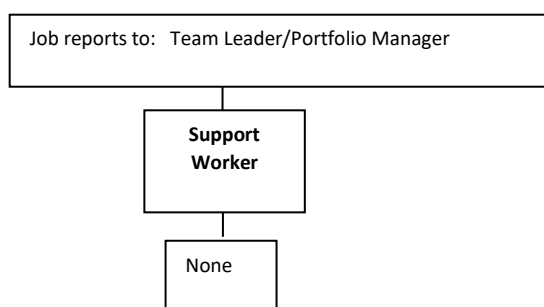
E  
D  
D

## Qualifications:

- NVQ 3 or equivalent in a relevant subject e.g. health, social care, education

E

## Position of job in organisation structure:



## Behaviours and expectations:

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

Please read our [Behaviours and Expectations](#).

# Job Profile



## General:

Please see your responsibilities related to [safeguarding](#).

- Ability to work flexibly to meet the needs of the service.
- Driving licence or able to travel independently across Kirklees
- DBS check required

Job ID ref. no: 66540

Last updated: 28/05/19

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

