



JOB DESCRIPTION

Job title:	Behaviour Outreach Support Service Case Worker
Service:	Lincolnshire Behaviour Outreach Support Service (BOSS)
Salary:	Grade 2 (upper) point 16 – 19
Hours:	37 hours per week / 40 weeks per year (Term Time Only)
Location:	Lincoln, North Kesteven and West Lindsey.
Responsible to:	Service Locality Manager

Summary of job:

As a BOSS worker you will provide outreach support for pupils who are presenting with behaviour that challenges. To promote inclusion and provide a specialist advisory and support service to schools and school staff in relation to the management of behavioural difficulties and strategies to prevent fixed-term suspensions and permanent exclusions. This service will be available for all maintained primary/secondary mainstream schools and academies in Lincolnshire, to support their ability to positively manage pupils displaying behaviour that challenges. To support delivery of workshops for schools and parents/carers with focus on addressing SEND needs.

Key tasks and responsibilities:

1. Plan the delivery of intervention programmes for pupils presenting with social, emotional, or behavioural difficulties (e.g., carry out class observations and assessments to inform outreach planning).
2. Draw up a Behaviour Intervention Plans showing recommended support and interventions (e.g., individual/small group sessions).
3. Work with pupils to support them with emotional difficulties, anger awareness, self-esteem, and friendship/relationship difficulties (e.g., helping pupils to develop strategies which will improve their behaviour) and ensure that up to date case records are kept, as required, using the INFORM system.
4. Provide support, advice, and strategies to schools when direct work with pupils is not appropriate or necessary (e.g., deliver high-quality and effective training programmes to support groups of school staff working with children who present with challenging behaviour).
5. Contribute to the development of school staff via informal learning and staff training (e.g., INSET sessions for an individual school, groups of schools).
6. Deliver face to face and online programme of workshops to schools, parents, and carers with a significant focus on addressing SEND needs and work in partnership with key agencies when planning and delivering.



7. Ensure parents/carers are fully supported to engage in targeted outreach support, promoting a consistent approach between home and school.
8. Working as part of a child-centred multi-disciplinary team to provide early intervention and prevention, to reduce the risk of escalation of Lincolnshire pupils' distressed behaviour(s), build resilience across Lincolnshire mainstream schools and academies, increase inclusion, and promote a collective responsibility to improving pupils' social, emotional wellbeing.
9. Build and maintain good relationships with pupils, school staff, BOSS team, parents/carers, other agencies working with the child e.g., Pupil Reintegration and SEND teams.
10. Access, deliver and then review the impact of the outreach support. Write accurate reports, deal effectively with referral forms, and attend case review meetings to support the escalation/de-escalation of intervention (e.g., from Mainstream to Alternative provision and Alternative provision back to Mainstream).
11. Contribute to the development of the BOSS service within the county, attending meetings and training, as required.
12. Travel extensively to schools within assigned locality area and provide occasional cover in other parts of the county, as required by the service.
13. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and always complying with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Adhere to Family Action's Data Protection Policy. Also ensure that confidentiality is maintained at all times by supporting the Service Manager to establish appropriate and secure systems for any confidential materials and data.
15. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
16. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback, and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
17. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services



18. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
19. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Continued on next page



Person Specification

1. Educated to Level 3 or above in an education, health, social care, youth, counselling, or other relevant profession. Experience of working with or delivering services in schools and educational settings would be desirable in this role.
2. Experience of working with children with social, emotional, behavioural, special educational needs and/or those with challenging behaviour (e.g. trauma informed, attachment aware and solution focused approaches).
3. An understanding of issues of inclusion, especially within a school setting, and the ability to challenge where appropriate to promote inclusion within mainstream education settings.
4. Experience of working with parents/carers and school professionals and the ability to always communicate sensitively and effectively.
5. Ability to prepare and organise resources/interventions to support pupils within a school setting and support for parents and carers
6. Ability to work co-operatively and collaboratively, as part of a behaviour support outreach team, with schools and other stakeholders (e.g., ability to give advice and support to other professionals in relation to effective strategies for behaviour management).
7. Understanding of safeguarding issues, an ability to implement relevant policies and procedures and a respect for families' needs for confidentiality.
8. Excellent assessment, planning and record keeping skills.
9. Knowledge of health and safety issues and an ability to take responsibility for the health, physical well-being and safety of the adults and children attending the service.
10. Willingness to undertake any further training, as required by the post.
11. Excellent communication and presentation skills. Confidence and competence in the use of IT (e.g., Microsoft 365 applications).
12. A current driving licence and access to a car. Proven ability to work flexibly and travel across the county, undertaking out of hours work (e.g., weekends, evenings), as required by the service.
13. Ability to demonstrate understanding of health and safety, data protection, equality and diversity, and requirements for safeguarding the welfare of children and vulnerable adults.
14. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do



d) Having **mutual respect** for everyone we work with, work for and support through our services