

# Francesca Heffernan



## Educational Psychologist

### What I do:

I work in schools to help children and young people feel happy and progress with their learning. I meet with children and young people, parents/carers and staff and we share ideas and develop strategies together. In my management role I supervise and support other members of staff to do their job to the best of their ability

### What people appreciate about me

I am well organised. I care that everyone has a good service and feels confident that things will happen when I have promised they will. I work hard to understand what schools want and how to best work with them. I try and listen to people and get to know everyone. I always want to work towards 'win win' solutions.

### What's important to me

Feeling on top of my workload and feeling I am making a difference. Having a positive work-life balance. Spending time with my family. Making a difference in the world – I am involved in lots of climate change activism and LGBTQ+ activism.

### How I work best

Work being organised in advance and information shared so I can plan my work well.

Having a range of work to complete and getting to know school systems so I can help where it is most useful.

Colleagues and staff letting me know if they aren't happy with something so we can have a conversation about it and develop solutions. Colleagues and staff also letting me know if they like something I am doing so I know to continue doing it!