

JOB DESCRIPTION: FAMILY SUPPORT WORKER

37 hours per week - Term Time Only plus 1 week, 39 weeks a year

(8:30am-4:30pm Mon-Thurs, 8:30am-4pm Fridays - working hours can be discussed if required)

Organisational information:

Responsible to: Designated Safeguarding Lead (Assistant Headteacher)

Functional links: Year Leaders, Student Support Assistants, SEND Team, Hub/Haven Staff, SLT; BRR Team; Careers Advisor; External Agencies; Parents and Carers

Key Responsibilities

1. Provide timely emotional and practical support to key students and families facing short- or long-term challenges.
2. Respond to referrals from the JMHS Pastoral Team, and act on them effectively.
3. Complete initial assessments to understand family needs and prevent escalation of concerns.
4. Identify and coordinate external agency involvement for specific groups of students needing additional support.
5. Play an active role in the Pastoral team and school safeguarding processes.
6. Lead and review Early Help Assessments (EHA).
7. Collaborate effectively with internal teams and external professionals to ensure a joined-up approach to student support.
8. Support Children Looked After (CLA) through regular engagement, attendance at PEPs and reviews, and targeted interventions.

Key Duties & Activities

Responding to Referrals

- Act on referrals from the Pastoral Team promptly and appropriately.
- Gather relevant information and initiate a support pathway in collaboration with staff.
- Take part in regular case reviews to track impact and update plans.

Support for Vulnerable Students

- Support a caseload of students with additional needs such as those at risk of exclusion, persistent absence, poor mental health etc.
- Seek external agency input where internal support is not sufficient or where specialist input is required.
- Build and maintain up to date knowledge of local services and sustain effective working relationships with providers.
- Liaise with external providers to provide key students with additional PSHRE support via interventions or activities.

Attendance Support

- Support students at risk of school refusal, poor attendance, and disengagement.
- Conduct home visits where necessary and appropriate.
- Work alongside the Attendance Team to carry out absence calls, plan interventions, and monitor progress.

Support for CLA Students

- Build trusting relationships with CLA students and provide personalised support.
- Liaise closely with the Designated Teacher for CLA.
- Attend PEP meetings and contribute to reviews to ensure education and care needs are met.
- Support with wellbeing, attendance, transitions, and access to enrichment opportunities.

Assessment and Planning

- Conduct initial family needs assessments and develop support plans with clear, measurable outcomes.
- Use tools such as the Graded Care Profile (GCP) to assess parenting capacity and risks.
- Keep accurate records and case notes on all support activity.
- Review and adapt plans in collaboration with families and professionals.

Multi-Agency Working and Referrals

- Proactively seek out and coordinate support from external agencies including Early Help, social care, CAMHS, youth services, and more.
- Lead or support Early Help Assessments and TAF processes.
- Attend multi-agency safeguarding meetings where appropriate.

Pastoral and Safeguarding Support

- Provide additional capacity during peak pressure points, e.g. Assist with the secure and timely transfer of safeguarding records during key transitions (KS2 to KS3 and KS5 leavers).

Family and Community Engagement

- Build strong relationships with families and empower them to engage positively with school life.
- Offer practical support and emotional guidance to help resolve difficulties and reduce risk.
- Create opportunities for parental involvement and family-school collaboration.

Pay: JM05 £25,989 pro rata actual salary term time plus 1 week 39 weeks is £22,358

September 2025



PERSON SPECIFICATION - FAMILY SUPPORT WORKER

	ESSENTIAL	METHOD OF ASSESSMENT
Experience	Experience of working as a Family Support Worker (or equivalent role). Experience of supporting young people and families. Experience of referring to agencies for support.	Application form Interview References
Qualifications and Training	GCSEs in English and Maths at least at Grade C or grade 4 or equivalent. Willingness to undertake training in all areas of the job description as required (E.g. Graded Care Profile, Safeguarding, Right Help Right Time)	Application form Certificates Interview
Skills and Abilities	Can use ICT effectively to support administration of caseload (e.g. email, Internet, Basic Excel Spreadsheets etc.) A confident and effective communicator who is	Application form and supporting statement Interview References

	<p>willing to conduct tough conversations with students and their families.</p> <p>Good understanding of child development and factors that affect how students learn.</p> <p>Good understanding of parenting approaches.</p> <p>Ability to relate well to young people and adults, and to build positive working relationships.</p> <p>Work constructively as part of a team and independently.</p> <p>Ability to develop specific plans to support families.</p> <p>Knowledge of/willingness to learn about external agencies to refer for additional support.</p> <p>Full working knowledge of relevant policies/codes of practice/legislation.</p>	
Other factors	<p>A thorough understanding of an adults' role in safeguarding young people</p> <p>A strong commitment to professional development and learning collaboratively.</p> <p>DBS at Enhanced Level</p>	<p>Application form and supporting statement</p> <p>Interview</p> <p>References</p>
Hours	<p>37 hours per week term time only, plus Inset days (39 weeks, plus 1 week).</p> <p>Working pattern to be discussed and agreed with successful candidate</p>	
Salary	<p>Pay: JM05</p> <p>£25,989 pro rata actual salary term time plus 1 week 39 weeks is £22,358</p>	

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