

Job Description

Family Support Worker

Activity code: 806 Cost centre: 2PPG

Job title	Family Support Worker	Based at	School
Line Manager	Executive Headteacher/Headteacher/Head of School		
Direct Line Management responsibility	None	Indirect Line Management responsibility	None
Frequent working relationships	Families, pupils, SLT, Teaching Staff, Support Staff, External Agencies		

Main purpose of the role	To take responsibility for the school's Family Support Worker role, working closely with staff, families and external agencies to support children and families in overcoming barriers to learning and engagement. To coordinate appropriate interventions, maintain confidential records, and initiate and lead as Lead Professional where appropriate.
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Duties & responsibilities

For all roles

- Understand and implement all Safeguarding policies and procedures in relation to working with children and young people
- Adhere to all Trust policies and procedures
- Be responsible for own continuing professional development
- Attend meetings as requested
- Maintain confidentiality at all times
- Undertake other duties as appropriate to the level of the role as required

Duties & responsibilities

1. Build positive, professional and trusting relationships with children, parents and carers, providing advice, guidance and practical support to help overcome barriers to learning, attendance, wellbeing and achievement.

2. Act as a key point of contact for families requiring additional support, helping them access appropriate services, interventions and community resources.
3. Develop, implement and review individual support plans for pupils and families, ensuring interventions are targeted, effective and responsive to identified needs.
4. Establish and maintain regular contact with parents and carers, promoting active engagement in their child's education and encouraging positive home-school partnerships.
5. Support pupils and families through periods of transition, including entry to school, movement between key stages and transition to secondary education, helping to ensure continuity of support and engagement.
6. Work collaboratively with children, families, school staff and external agencies to identify and address barriers to learning, attendance, behaviour, inclusion and emotional wellbeing.
7. In partnership with school staff and relevant agencies, contribute to the assessment of pupils' needs and coordinate appropriate support and intervention programmes.
8. Liaise with attendance services, behaviour support teams, Children's Social Care, health professionals and other partners to secure effective support for vulnerable pupils and families.
9. Lead and coordinate multi-agency support for children and families requiring additional intervention, including facilitating meetings, developing and reviewing support plans, maintaining accurate records, and acting as the lead practitioner where appropriate.
10. Work collaboratively with safeguarding, education, health, social care and other partner agencies to support children and families requiring targeted, specialist or statutory intervention.
11. Work closely with the SENDCo and wider inclusion team to support pupils with SEND, contributing to the implementation and review of agreed support plans and outcomes.
12. Develop and maintain a comprehensive knowledge of local services, parenting programmes, support agencies and community resources available to children and families.
13. Encourage pupils and families to participate in enrichment opportunities, extended learning activities and programmes that support personal development, resilience and wellbeing.
14. Contribute to the development and delivery of family engagement initiatives, extended services and community support programmes across the school and Trust.
15. Network with family support practitioners, attendance officers, learning mentors and other professionals to share best practice and contribute to continuous improvement.
16. Attend relevant staff meetings, briefings and training sessions to remain informed about school priorities, pastoral provision, behaviour approaches and safeguarding procedures, contributing positively to their development.
17. Maintain accurate, secure and up-to-date case records, reports and documentation in accordance with Trust policies, GDPR requirements and safeguarding procedures.
18. Complete administrative duties associated with the role accurately and within agreed timescales.

19. Contribute positively to the ethos, values and inclusive culture of the school and wider Trust.
20. Undertake any other duties commensurate with the grade and responsibilities of the post.

Mandatory training

Prior to starting employment

- Child Protection/Safeguarding
- Online safety
- Prevent
- Cyber security
- GDPR
- Equality & inclusion
- Health & Safety awareness (in induction pack)
- Fire awareness (in induction pack)
- Health & Safety induction

Role specific

- None

Prepared by: An Daras Trust

Date: September 2026

Person Specification

Family Support Worker

Qualifications		Essential	Desirable	How identified		For shortlisting only
Criteria				Application form	Interview	Criteria met (application form)
1.	GCSE Grade 4/C or above in English and Mathematics (or equivalent Level 2 qualifications or demonstrable literacy and numeracy skills at Level 2 standard).	✓		✓		
2.	Training and/or experience in mentoring, coaching, pastoral support, family support or working with children and families.		✓	✓		
3.	Training and/or experience in positive behaviour support, behaviour regulation and pupil engagement strategies.		✓	✓		

Experience		Essential	Desirable	How identified		For shortlisting only
Criteria				Application form	Interview	Criteria met (application form)
1.	Experience of working with children and families in an education, community, health, social care or voluntary sector setting.	✓		✓	✓	

2.	Experience of supporting pupils facing barriers to learning, attendance or wellbeing.		✓	✓	✓	
3.	Experience of multi-agency working.		✓	✓	✓	

Knowledge		Essential	Desirable	How identified		For shortlisting only
Criteria				Application form	Interview	Criteria met (application form)
1.	Understanding of factors affecting children's learning and wellbeing.	✓			✓	
2.	Understanding of the importance of parental/carer engagement in children's education.		✓		✓	
3.	Knowledge of SEND.		✓		✓	
4.	Knowledge of confidentiality, information sharing and data protection requirements.	✓			✓	

Skills		Essential	Desirable	How identified		For shortlisting only
Criteria				Application form	Interview	Criteria met (application form)
1.	Excellent interpersonal and relationship-building skills.	✓		✓	✓	
2.	Strong communication skills, both verbal and written.	✓		✓	✓	

3.	Ability to engage effectively with children, families and professionals from a range of backgrounds.	✓		✓	✓	
4.	Ability to work independently and prioritise a varied caseload.	✓		✓	✓	
5.	Ability to assess needs, identify solutions and coordinate appropriate support.	✓		✓	✓	
6.	Ability to manage sensitive situations with professionalism, empathy and discretion.	✓		✓	✓	
7.	Competent IT skills, including the use of Microsoft Office applications and electronic record-keeping systems.	✓		✓	✓	
8.	Ability to facilitate meetings, workshops or group sessions	✓		✓	✓	
9.	Skills in conflict resolution, restorative practice or emotional wellbeing support.		✓	✓	✓	

Other		Essential	Desirable	How identified		For shortlisting only
Criteria				Application form	Interview	Criteria met (application form)
1.	Knowledge and understanding of Safeguarding	✓		✓	✓	

2.	Ability to maintain confidentiality and professional boundaries.	✓		✓	✓	
3.	Commitment to ongoing professional development.	✓		✓	✓	
4.	Willingness to work flexibly to meet the needs of children and families.		✓	✓	✓	