

## Job Description & Person Specification Family Support Worker –Grade 5



### Whitmore Park Primary School Job Description

#### Job Details

**Post:** Family Support Worker

**Grade:** 5

**Hours:** 37 hours - Full time – Term-time only + inset days (39 weeks)

**Contract type:** Permanent

**Reporting to:** The Senior Leadership Team, Headteacher, Inclusion Manager, SEND Leader, and Governing Body

#### Overview

The Family Support Worker will work closely with pupils, families, and school staff to remove barriers to learning, improve attendance and engagement, and promote the welfare, wellbeing, and safeguarding of children. The role focuses on early intervention, targeted family support, and strengthening relationships between home and school.

#### Main Duties & Responsibilities

##### 1. Family Support and Engagement

- Build positive, trusting relationships with children and families.
- Provide practical and emotional support to families facing challenges (e.g. attendance, behaviour, housing, financial hardship, mental health, parenting).
- Carry out home visits (where appropriate) to support engagement and assess needs.
- Act as a key point of contact for vulnerable families.

##### 2. Attendance and Inclusion

- Work alongside school leaders to monitor and improve attendance and punctuality.
- Identify barriers to regular attendance and implement support plans.
- Support families in understanding school expectations and statutory requirements.

##### 3. Safeguarding and Child Protection

- Work in line with safeguarding policies and statutory guidance (e.g. Keeping Children Safe in Education).
- Identify and report safeguarding concerns promptly to the DSL.
- Support children and families subject to Early Help, Child in Need, or Child Protection plans.
- Maintain accurate, confidential records and contribute to multi-agency meetings.

##### 4. Early Intervention and Targeted Support

- Deliver or coordinate early help interventions for families at risk of escalation.
- Support children with emotional, social, or behavioural needs.
- Signpost families to internal and external services (e.g. health, housing, benefits, counselling).

## **Job Description & Person Specification Family Support Worker –Grade 5**

### **5. Multi-Agency Working**

- Liaise with external professionals such as social workers, health visitors, attendance officers, and community organisations.
- Attend and contribute to meetings, reviews, and case conferences as required.

### **6. School Community and Pastoral Support**

- Work collaboratively with teachers, SENCO, pastoral staff, and senior leaders.
- Support transitions (e.g. Nursery to Reception, Year 6 to secondary school).
- Contribute to a positive, inclusive school culture.

### **7. Administration and Professional Practice**

- Keep detailed, up-to-date records of family support work.
- Monitor the impact of interventions and report to senior leaders.
- Maintain professional boundaries and confidentiality at all times.
- Participate in training, supervision, and professional development.

### **8. Management**

- To provide professional advice and support to Leadership, using knowledge and skills acquired during a substantial period of experience working with children and families
- To work with SLT to implement aspects of the school's development plan, as appropriate
- To work under own initiative and with a greater degree of autonomy supporting the Head Teacher and the wider team with the smooth running of safeguarding and pastoral care

### **9. Professional Knowledge**

- To keep up to date with regards to current issues and research regarding family support and initiatives
- To attend appropriate meetings and training events with regard to current issues within, or relevant to, the role
- To undertake appropriate professional development including adhering to the principle of performance management

Any other duties and responsibilities within the range of the salary grade.

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Disclosure and Barring Service (DBS) will be required prior to appointment. This Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

All staff are responsible for promoting and safeguarding the safety and welfare of children and young people.

All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate GDPR guidelines (Data Protection Act 1998).

## Job Description & Person Specification Family Support Worker –Grade 5

### Person Specification

<b>Job Title:</b> Family Support Worker <b>Location:</b> Whitmore Park Primary School	
	<b>Job Requirements</b>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Excellent and effective written, verbal communication and interpersonal skills</li> <li>• Demonstrate a kind, calm and patient nature with good listening skills</li> <li>• Ability to create and build positive relationships, liaise and communicate effectively with pupils, families from diverse backgrounds and other stakeholders</li> <li>• Good and effective use of ICT skills to support learning</li> <li>• Use of other equipment technology – e.g. photocopier</li> <li>• Well-developed interpersonal skills to be able to relate well to a wide range of people.</li> <li>• Ability to work independently and collaboratively as part of a team and able to demonstrate initiative</li> <li>• Cope well with pressure and keep calm in stressful situations</li> <li>• Ability to maintain absolute confidentiality and integrity</li> <li>• Good organisational and record-keeping skills</li> <li>• Organised, proactive and self-motivated with good time management skills</li> <li>• Understanding of relevant policies/codes of practice</li> <li>• Knowledge of the barriers to learning and attendance that pupils may face</li> <li>• Knowledge of available support services in the local area</li> <li>• Tailoring plans and interventions to individual pupils</li> <li>• Willingness to provide the best possible opportunities for all pupils</li> <li>• Strong understanding of safeguarding and child welfare</li> <li>• Knowledge of attendance, behaviour and inclusion strategies in primary schools</li> <li>• Experience of carrying out home visits</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working with children and families in a school, community, or social care setting</li> <li>• Experience of Early Help processes and multi-agency working</li> <li>• Experience of working with pupils with additional needs</li> <li>• Experience identifying interventions to raise attendance</li> <li>• Experience working with colleagues and external stakeholders</li> <li>• Experience of analysing data, producing reports, keeping good, accurate written records</li> </ul>
<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Good numeracy/literacy skills</li> <li>• NVQ Level 3/4 in Family Support, Youth Work, Social Care or equivalent relevant qualification, knowledge and experience</li> <li>• Willing to work towards NVQ Level 3 or recognised equivalent qualification</li> <li>• Mental Health qualification or willingness to work towards</li> <li>• First aid qualification or willingness to work towards</li> <li>• Full, clean driving licence</li> </ul>
	<ul style="list-style-type: none"> <li>• An enhanced DBS check will be required</li> </ul>

**Job Description & Person Specification Family Support Worker –Grade 5**

<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• Commitment to upholding and promoting the ethos and values of the school</li><li>• Understanding and commitment to safeguarding, equality, diversity and inclusion</li><li>• To facilitate, within the whole school, behaviours that support and contribute towards developing the values of the school</li><li>• To attend and support at school events</li></ul>
------------------------------	--