



Job Description: Family Support Worker West Wycombe School

Job Title: Family Support Worker

Reports to: Head of School

Location: West Wycombe School

Grade: Bucks Pay Range 3-4

Hours: 8am – 4pm Monday-Thursday and 8am – 3.30pm Friday, 40 weeks of the year

Purpose of the Role

To work directly with pupils and families to provide early help, reduce barriers to learning, and promote positive engagement with school life. The Family Support Worker will play a key role in improving attendance and punctuality, strengthening home-school relationships, and supporting the safeguarding and wellbeing of children. The post holder will also act as **Deputy Designated Safeguarding Lead (DDSL)**, supporting the DSL in fulfilling statutory safeguarding duties.

Key Responsibilities

1. Support for Pupils and Families

- Build positive, trusting relationships with children and families to encourage engagement and participation in school life.
 - Provide early help support to families experiencing challenges (e.g. behaviour, routines, housing, financial hardship, emotional wellbeing).
 - Meet regularly with pupils to offer guidance, check-ins, or targeted interventions.
 - Work with families to establish routines that support consistent attendance and punctuality.
 - Signpost families to external services and agencies where appropriate.
 - Conduct home visits in line with school policy to support vulnerable or disengaged families.
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2. Attendance and Punctuality Lead

- Monitor daily attendance and punctuality, identifying patterns of concern and acting swiftly with families.
 - Work with the school's leadership team to implement strategies that improve attendance, reduce persistent absence, and promote good punctuality.
 - Lead or contribute to Attendance Panels, meetings with parents, and multi-agency interventions.
 - Maintain accurate attendance records and produce reports for senior leaders or governors as required.
 - Celebrate and promote excellent attendance through initiatives, assemblies, and pupil engagement activities.
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3. Safeguarding (Deputy DSL)

- Act as Deputy DSL, supporting the DSL with all aspects of safeguarding practice.

- Receive, record, and respond to safeguarding concerns in line with statutory guidance and school policy.
 - Attend safeguarding meetings, case conferences, and multi-agency panels.
 - Maintain confidential and accurate records on the school's safeguarding system.
 - Ensure safeguarding policies are adhered to and contribute to ongoing best practice.
 - Provide guidance and support to staff regarding safeguarding matters as required.
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4. Professional Collaboration

- Work closely with teachers, SEND staff, pastoral teams, and senior leaders to ensure holistic support for pupils.
 - Liaise with external agencies, including Early Help, Social Care, CAMHS, Attendance Officers, health professionals, and voluntary services.
 - Participate in staff meetings, training, and supervision to reflect on practice and maintain professional standards.
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5. Administration and Record-Keeping

- Keep thorough and up-to-date records of interventions, meetings, and support plans.
 - Prepare reports for multi-agency meetings, safeguarding processes, and attendance reviews.
 - Maintain confidentiality and comply with data protection legislation at all times.
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Person Specification

Essential

- Experience working with children and families in an educational or community setting.
- Strong understanding of safeguarding, early help, and child protection processes.
- Ability to build effective relationships with children, parents, and professionals.
- Excellent communication, empathy, and problem-solving skills.
- Confident in handling sensitive information and challenging situations.
- Ability to work independently, manage a busy workload, and meet deadlines.

Desirable

- Training as a DSL or experience in a safeguarding role.
- Knowledge of attendance legislation and school attendance systems.
- Experience of multi-agency work and early intervention.
- Relevant qualification in social care, education, family support, or counselling.