



Job Description: Family Support Worker

The Mary Bassett Lower School

Equality Statement

The Mary Bassett Lower School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Job details

Salary: £8278 - £8832

Hours: 12.5 Hours over five days (Monday - Friday) 9:30 - 12:00 (Term time only)

Contract type: Part time Permanent

Reporting to: Headteacher

Main purpose

To work closely with parents and carers to help overcome pupils' barriers to learning, whether inside or outside school. This will involve maintaining regular communication, putting interventions in place, and liaising with relevant staff and professionals to ensure parents and carers are consistently engaged in pupils' development and progress. To foster trusting relationships between home and school and to develop a positive strong family support offer.

Primary Focus for academic year 2026 - 2027 (on going years to be confirmed)

Pupil Attendance

- **As the school Attendance Officer, manage complex attendance procedures, e.g. liaising with the Attendance Lead, preparing information for court prosecutions, meeting parents, and making sure parents understand their responsibilities regarding their child's education and their child's regular attendance.**
- **Analysing data to identify patterns and vulnerable groups to inform the strategic direction and targeted support for families.**
- **The early identification of pupils that attendance patterns are starting to change**
- **Support the office to call families in particular vulnerable groups of pupils and when pupils are absent support families to bring pupils into school**
- **Understand and implement the school's Attendance and Absence Policy.**

- **Work on initiatives to raise awareness of the importance of good attendance amongst the school community.**
- **Make contact with pupils' parents in response to allocated referrals through meetings in school.**
- **Support the pastoral support team and SLT to develop targeted procedures to support pupils with lower attendance to attend school.**
- **Maintain contact with the parents of pupils who have poor attendance to discuss the reasons for poor attendance and agree plans for improving attendance and punctuality.**
- **Work with the pastoral support team to ensure the wellbeing of pupils who are struggling with attendance is supported.**
- **Make home visits where necessary, in line with the relevant school policies.**

Duties and responsibilities

Working with parents and carers

- Act as the lead point of contact for the parents/carers of pupils receiving support
- Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise
- Put interventions in place to encourage parents/carers' involvement in supporting pupils' development and progress.
- Ensure information is relayed to the DSL as appropriate and in accordance with school policy.
- Support inclusive practices, focusing on preventative and early intervention measures.
- Share information on practical childcare and parenting skills with families who request it.
- Keep up to date on the latest services available in the local area so you can promote and signpost parents/carers to these via a range of communication channels (e.g. social media, newsletters, in meetings at coffee mornings etc)
- Actively promote the family support services provided by the school.
- Carry out home visits, where required
- Implement and monitor progress of action plans, working with parents/carers to make adjustments to support as necessary
- Provide personalised support for parents/carers to help manage transition for their child
- Support parents/carers through the application process for accessing local services and help them attend relevant meetings
- Develop opportunities for parents to engage positively with the school through drop in sessions and workshop events.
- Participate in training events as required to ensure your knowledge is up-to-date and reflects good practice advice.

Working with staff and other professionals

- Work with relevant staff to identify and bring onboard pupils and parents/carers that would benefit from personalised support
- Develop action plans in consultation with relevant staff and professionals, where necessary
- Liaise and build relationships with external agencies and professionals, following up on actions where necessary
- Maintain regular communication with relevant staff to update them on progress of individual pupils
- Complete relevant referrals and assessments with families to ensure they receive appropriate support.
- Carry out and lead on early help assessments and support.
- Assist with developing and reviewing the school's transition programme, contributing insights around the needs of parents/carers and pupils during this process

- Develop the vulnerable pupil provision with other leaders
- Promote health awareness among families

Supporting the school

- Be aware of, and comply with, all policies and procedures relating to child protection, health and safety, security and data protection.
- Contribute to the overall aims and vision of the school.
- Establish and maintain effective working relationships with colleagues.
- Provide advice and guidance to staff, pupils, parents and others.

Record keeping

- Maintain accurate records of interventions and relevant meetings
- Facilitate the transfer of relevant pupil information inside and outside the school
- Respond to and conduct correspondences with parents regarding their child's needs, which may involve complex matters.
- Provide detailed analysis and evaluation of data and produce detailed reports/information as required.
- Be responsible for the completion and submission of complex forms, returns, etc., including those to outside agencies

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent), our child protection and health and safety policies
- Trained for 'Working Together'
- Liaise with the mental health support team, where safeguarding concerns are linked to mental health
- Promote supportive engagement with parents and/or carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances
- Know the welfare, safeguarding and child protection issues that children in need are experiencing, or have experienced
- Identify the impact that these issues might be having on children's attendance, engagement and achievement at school
- Use Cpoms to record any relevant information, recording actions where appropriate
- Understand the importance of information sharing, both within the school, with other schools and colleges on transfer, and with the safeguarding partners, other agencies, organisations and practitioners
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR)
- Keep detailed, accurate, secure written records of concerns and referrals

Family worker person specification

Qualifications and training	
Essential	Desirable
<ul style="list-style-type: none"> • Level 3 NVQ in social care or relevant and recent experience within family support • Relevant DBS check. • GCSE (or equivalent) in English and Maths 	<ul style="list-style-type: none"> • First aid certificate. • Driving licence and access to a car.
Skills and experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of working with vulnerable children and families. • Able to work flexibly to meet families' needs. • Experience of handling safeguarding concerns in a school environment and following confidentiality measures. • Building relationships with children and their parents, particularly the most vulnerable. • Working and communicating effectively with relevant agencies. • Experience supporting and working with parents of young people. • Experience of planning and running support groups and delivering supportive training. • Experience of implementing support measures and monitoring their effectiveness. • Experience of using relevant technological systems in order to track and analyse pupils' data. • Able to carry out all aspects of the role to a high standard at all times. 	<ul style="list-style-type: none"> • Able to assess children and their families to develop support plans. • Able to demonstrate the ability to monitor and evaluate services and progress. • Able to plan, provide and monitor training programmes for supporting complex families.

<ul style="list-style-type: none"> ● Excellent communication, planning, organising and monitoring skills and keeping of good written records. ● Able to reflect on their own practices and undertake training to continue professional development. 	
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> ● Knowledge of relevant guidance and legislation relating to child protection and safeguarding. ● Knowledge of the various challenges that families and children may face. ● Knowledge of available support services in the local area. 	
Personal traits	
The successful candidate will be	
<ul style="list-style-type: none"> ● Committed to promoting high quality support and intervention to pupils and families. ● Dedicated to their professional development and achieving desired qualifications. ● Able to plan and take control of situations. ● Committed to contributing to the wider school and its community. ● Capable of handling a demanding workload and successfully prioritising work. ● Professionally assertive and clear thinking. ● A good team player, with the ability to also work using their own initiative. ● A creative thinker who is committed to developing new support measures to meet pupils' needs. ● A sensitive and understanding person who can have difficult conversations with families. ● Good listening skills. ● Patient and calm. ● Organised, good time management skills, proactive and self-motivated. ● Committed to safeguarding, equality, diversity and inclusion. ● Committed to ensuring the safety and welfare of children. 	
Additional requirements	
The successful candidate will have	
<ul style="list-style-type: none"> ● Excellent verbal and written communication skills. ● A flexible approach towards working practices. ● High expectations of self and a desire to maintain professional standards. ● The ability to work as both part of a team and independently. ● The ability to maintain successful working relationships with colleagues. ● High levels of drive, energy and integrity. ● A commitment to equal opportunities and empowering others. ● An understanding that individuals may have fundamental differences, and the ability to adapt plans to accommodate for these. ● A commitment to supporting others. 	

- An excellent understanding of confidentiality.
- An understanding of child development and how adverse events can impact progress.