



Job Description			
Job Title	Family Support Worker	Author	Jo Evans
Date Created		Date Reviewed	February 2026
Level	5	SCP	13 - 23
Hours	37 hours per week	Allowance	None
Weeks Per Year	Term-time + INSET	Line Manager	Safeguarding Manager

This Job Description sets out the scope, duties, responsibilities and working practices that the successful applicant will be required to undertake, discharge and demonstrate on an ongoing basis.

Outline Description of Role
<p>Under the direction of the Safeguarding Manager:</p> <ul style="list-style-type: none"> • Share responsibility for safeguarding and child protection across the school. • Take part in strategy discussions and inter-agency meetings and contribute to the assessment of children. • Advise and support other members of staff on child welfare and child protection matters. • Liaise with other relevant agencies such as social care, local authority and the police. • To improve the life outcomes and opportunities for Claycots children and their families by providing a range of family support interventions and activities. • To work as part of the school's team to deliver provision of parenting skills focussed family support to improve the social, emotional development and health of children and their families • To give targeted individual support to families and carers • To provide advice and signposting to enable families to access relevant services

Responsibilities	
Deputy Designated Safeguarding Lead	
1.	<p>Support the Safeguarding Manager with managing referrals by:</p> <ul style="list-style-type: none"> • Referring cases of suspected abuse to the Local Authority children's social care and support other staff to do this. • Referring cases to the Channel programme where there is a radicalisation concern and support other staff to do this. • Referring cases to the police where a crime may have been committed. • Keeping detailed, accurate and secure written records of concerns and referrals.
2.	<p>Under the direction of the Safeguarding Manager, work with staff and other agencies to include:</p> <ul style="list-style-type: none"> • Ensuring staff receive training and support to understand the school's safeguarding policy and procedures. • Escalating safeguarding issues and concerns to the Headteacher. • Communicating with the LA, police and any other agency. • Acting as a source of support, advice and expertise for staff. • Understanding the assessment process for providing early help and intervention.



	<ul style="list-style-type: none"> Attending and contributing to child protection case conferences and other meetings as required.
3.	Undergo training to develop and maintain the knowledge and skills to carry out the role and refresh the training at least annually to remain up to date with any developments.
Family Support Worker	
4.	Work preventatively with identified families to provide early intervention, signposting support and guidance in times of change and stress.
5.	Work directly with children and families, individually and in groups, particularly focusing on parenting skills, behaviour management, play and practical support
6.	Work with children who are at risk of exclusion from school, supporting them and their families
7.	Raise attendance levels for targeted families
8.	Work with other settings to support effective transition for vulnerable children and families
9.	Liaise with relevant agencies to improve swift and easy access to statutory and voluntary services
10.	Develop effective home/school links, to encourage good communication between school and families
11.	Help with parenting skills by providing parenting guidance and support either on a one to one basis or in groups.
12.	Provide advice on how to develop and maintain positive discipline
13.	Help families to access information and benefits
14.	Provide help and emotional support for families at times of crisis as identified by the school's referral process.
15.	Organise relevant meetings and drop-ins at appropriate times to support parents' needs
16.	Engage families in activities which support children's learning
17.	Be aware of relevant policies and procedures regarding Safeguarding and Health and Safety and ensure that they are complied with at all times.
18.	Keep high quality, accurate records in line with the school's requirements

Duties	
24.	Undertake such other duties as reasonably correspond to, and are commensurate with, the general character of the post.
25.	Contribute to and exemplify the values of Claycots School. The post-holder will be expected to comply with any reasonable request from the Leadership Team to undertake work of a similar level that is not specified in this job description. Whilst every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
26.	Understand and comply with the Support Staff Standards at all times.
27.	Actively promote the inclusion of all children into whole school activities.



28.	Actively seek opportunities for professional development.
29.	Be aware of and respect all children's religious beliefs and cultures.
30.	Support, promote and comply with decisions and policies agreed by the Leadership Team and the governing body.
31.	Develop effective, professional working relationships with colleagues
32.	Have due regard for health and safety of self, staff, children and visitors and have responsibility for bringing all matters of concern to the attention of the Business Manager.
33.	Undertake a 30-minute duty each week.

Compliance

34.	During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Claycots School or to the health and personal affairs of students and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation and you will be required to know when or what information can be shared and in what circumstances it is appropriate to do so.
35.	During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the General Data Protection Regulations (GDPR) 2018. This includes your responsibilities as a member of staff to process personal and sensitive data in an appropriate manner.
36.	In accordance with the School's commitment to follow and adhere to the latest update of the Department for Education's guidance entitled "Safeguarding Children and Safer Recruitment in Education" and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the School. All staff are required to maintain appropriate professional boundaries in relationships with children and with all members of the School community and outside agencies, and exercise sound professional judgment which always focuses upon the best interests of the students and the school. You are also required to know and comply with the latest update of DfE document 'Guidance for Safer Working Practice for Adults who work with Children and Young People'. You are required to have satisfactory Enhanced DBS clearance. Your role requires you to observe and maintain appropriate professional boundaries at all times and avoid behaviour that might be misinterpreted by others. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times. You will be expected to present a consistently positive image of the School and uphold public trust and confidence at all times
37.	The post holder must be aware that any information held by the School in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the School's policies and procedures.
38.	No smoking or intoxicants are permitted in any part of the premises or grounds managed, leased or owned by Claycots School. No smoking or intoxicants are permitted in School vehicles or in any vehicle parked on School premises. Smoking of any product and the consumption of alcohol are strictly forbidden.