

SEND/Inclusion Family Support Worker

Person Specification

Scale H5 – H 6

Term Time only 35 hours per week (8.30 – 4.00 daily)

The ideal candidate will have some or all of the following skills, attributes, qualifications or experience:

Criteria	Essential	Desirable
GCSE Grade C/4 or above (or equivalent) in English and Mathematics	✓	
Relevant qualification in education, administration, family support, SEND, childcare, social care or related field	✓	
Commitment to ongoing professional development	✓	
Willingness to undertake safeguarding and SEND training	✓	
Experience of working in a school, educational, family support, pastoral or administrative environment	✓	
Experience of maintaining accurate records and managing confidential information	✓	
Experience of communicating effectively with parents/carers, students and professionals	✓	
Experience of using IT systems and databases to record, track and monitor information	✓	
Experience of working collaboratively as part of a team	✓	
Experience of working within a SEND or inclusion setting		✓
Experience of using SIMS or other school management information systems		✓
Experience of coordinating meetings, reviews or multi-agency support processes		✓
Experience of supporting vulnerable children, young people and their families		✓
Experience of monitoring interventions and evaluating outcomes		✓
Understanding of the needs of children and young people with SEND	✓	
Knowledge of safeguarding responsibilities and child protection procedures	✓	
Understanding of GDPR, confidentiality and data protection requirements	✓	
Knowledge of effective record-keeping and information management processes	✓	
Understanding of the importance of partnership working between home and school	✓	
Awareness of barriers to learning and inclusion faced by vulnerable learners	✓	
Knowledge of the SEND Code of Practice		✓
Understanding of Education, Health and Care Plans (EHCPs) and Annual Review processes		✓
Knowledge of Pupil Premium and strategies to support disadvantaged students		✓

Criteria	Essential	Desirable
Understanding of multi-agency working within education and family support services		✓
Excellent organisational and administrative skills	✓	
Strong attention to detail and accuracy	✓	
Ability to maintain accurate records and produce high-quality documentation	✓	
Excellent written and verbal communication skills	✓	
Ability to build positive and professional relationships with students, families and colleagues	✓	
Ability to manage competing priorities and meet deadlines	✓	
Effective ICT skills, including Microsoft Office and database systems	✓	
Ability to analyse information and produce reports	✓	
Ability to work independently and use initiative appropriately	✓	
Ability to maintain confidentiality and handle sensitive information	✓	
Ability to engage and support parents/carers in a professional and empathetic manner	✓	
Advanced SIMS reporting and data management skills		✓
Ability to track, monitor and evaluate intervention programmes		✓
Experience of gathering and presenting student voice and parent feedback		✓
Confidence in liaising with external agencies and professional services		✓
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Passion for inclusion and improving outcomes for SEND and Pupil Premium students	✓	
Empathetic, approachable and supportive manner	✓	
Reliable, professional and trustworthy	✓	
Flexible and adaptable approach	✓	
Positive, proactive and solution-focused attitude	✓	
Ability to work calmly under pressure	✓	
Commitment to equality, diversity and inclusion	✓	
Strong team player who contributes to the wider school community	✓	
Resilience and ability to manage challenging situations effectively		✓
Creative and innovative approach to supporting inclusion and family engagement		✓
Commitment to the values and ethos of the school	✓	
Willingness to attend meetings, training and INSET activities as required	✓	
Enhanced DBS clearance	✓	
Eligibility to work in the UK	✓	

July 2026