

Family Support Worker – Job Description

Full-time, permanent, starting September 2026
Salary: F6 - £25,989 (FTE)

The duties outlined in this job description are in addition to those covered by the latest School Teachers' Pay and Conditions Document. You will also be expected to fulfil any reasonable requests from the Headteacher.

Purpose:

To promote the safeguarding, welfare, and wellbeing of all pupils within the school community, working in partnership with families and external agencies. The postholder will take a lead role in family support, attendance, and child protection matters, upholding an inclusive ethos.

Responsible to:

The Headteacher, Deputy Headteacher and Designated Safeguarding Lead.

Main Responsibilities

Safeguarding

- To work as a Deputy Designated Safeguarding Lead (DDSL) working in partnership with the Designated Safeguarding Lead and wider safeguarding team to manage safeguarding concerns.
- Maintain accurate and confidential records of safeguarding incidents, follow-up actions and interventions.
- Support families in accessing appropriate services and community resources.
- Keep up-to-date with safeguarding knowledge, policies and guidance.
- Adhere to national and school policies for child protection and safeguarding.
- Identification and referral of 'Children In Need' for initial assessment and 'Early Help' in liaison with the DSL, SENDCo and Inclusion Team.
- Attend CP/CIN/FHA meetings on behalf of the school where appropriate and provide reports to social workers and other professionals.
- To work with professionals across other agencies to agree plans.
- To organise and attend meetings within school and with outside agencies, keeping accurate records of meetings and maintaining confidential records.
- Contribute to and speak confidently in a range of meetings.
- Attend appropriate training and share with the wider school staff to disseminate excellent practice.
- To be responsible for promoting and safeguarding the welfare of children and young people that you might come into contact with during the course of your day-to-day duties around the school site.

Attendance

- Support the Senior Leadership Team in raising pupil attendance and punctuality through monitoring, assistance and working with families.
- Encourage parental engagement in school activities, workshops, and meetings.
- Help families understand school expectations and routines.
- To meet with families, where appropriate, if attendance or lateness is an issue, and identify solutions, monitoring the impact of this alongside members of the SLT.

Parental Support, Engagement

- Build positive relationships with pupils and families.
- Identify barriers affecting attendance, behaviour, wellbeing, or learning.
- Work preventatively with identified families, to provide early intervention, signposting support and guidance to universal and targeted services.
- Support families in accessing appropriate services and community resources.
- Develop and implement support plans for targeted pupils and families.
- To work with parents, supporting them in their parenting role and building their engagement with their child's learning.
- To organise workshops for families on different aspects of parenting or family life to support the community.
- Arrange opportunities, such as coffee mornings, for parents to come together to enhance the open-door policy at our school and engage families further.
- Keep up-to-date on the latest services available in the local area to signpost the most appropriate and timely support.

Pupil Wellbeing Support

- To provide wellbeing support for identified children following discussions with the SLT and wider teaching team.
- Led by the DSL's, support the monitoring and tracking of the wellbeing of vulnerable pupils, including those with safeguarding concerns, SEND, disadvantaged or attendance issues.
- Keep abreast of any changes to do with mental health, suggesting key training programmes for staff.
- Contribute to Inclusion Team meetings.

School Values

- In carrying out duties and working with families, consistently model the values of Woodland View Primary School demonstrating our core values of respect, kindness, honesty, creativity, courage and cooperation.
- Work and collaborate with other Family Support Workers and wider professionals to get the best outcomes for our children and families, driven by our desire to inspire, enjoy and achieve.

Woodland View Primary School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful candidate will be subject to an enhanced DBS check and satisfactory references.