



**MANOR MULTI ACADEMY TRUST**  
**Job Description: Family Support Worker**  
**St Albans CE Primary Academy (MMAT)**



**Duties & Responsibilities of Family Support Worker**

We expect our Family Support Worker at Manor MAT to uphold our core values of **Integrity; Ambition, Collaboration and Inclusion**; act with honesty; keep their knowledge and skills as a Family Support Worker up-to-date and are self-critical; forge positive professional relationships; and work with everyone concerned in the best interests of the pupils.

**Core Purpose**

The core purpose of a Family Support Worker at a Manor MAT School is to take lead responsibility for improving the wellbeing of pupils and their families or carers in a school or educational establishment setting to promote independence and wellbeing.

**Key Responsibilities**

- **Case Management:** Gather and collate relevant case data, complete accurate case records, and plan interventions and actions for assigned cases.
- **Care Plan Implementation:** Assess the requirements of pupils and their families or carers, deliver appropriate support, and inform service providers of needed resources.
- **Interventions:** Provide standard interventions such as advice, guidance, and direct support to service pupils and their families or carers.
- **Complex Cases:** Assist on complex cases by carrying out tasks delegated by senior workers.
- **Group Interventions:** Organise and run standard interventions with various groups and sections of the school or establishment community.
- **People and Performance Management:** Contribute to team working, support, and guide more junior, auxiliary, and/or voluntary staff.
- **Multi-Agency Working:** Act as a key point of contact for pupils and their families or carers, supporting them in making choices and navigating the system.
- **Assessment/Risk Management:** Conduct standard assessments of pupils and their families or carers' circumstances and recommend referrals to appropriate services.

**Nature of Contacts and Relationships**

- Work directly with pupils and their families or carers.
- Communicate with pupils' parents, carers, and others responsible for their wellbeing (e.g., Headteacher, teaching and non-teaching colleagues).
- Make reports to the Headteacher/supervisor and may involve direct contact with the Governing body.
- Liaise with external and internal partners on day-to-day service issues

### **Working Environment**

- May involve dealing with challenging behaviour and an unpredictable work environment.
- May involve visiting people in their homes, dispersed locations, and environments.
- Likely to involve disruption to planned work and lone working outside core hours.
- May involve providing personal care and working in a residential environment.

### **Procedural Context**

- Carry out duties according to instruction and legal, procedural framework.
- Exercise a degree of judgment in assessing risk to pupils and their families, carers, and staff.
- May support or guide staff in standard procedures.

### **Planning Requirement**

- Inform assessments and packages of care.
- Lead on integrated and joint working.

### **Key Facts and Figures**

- May typically deal with multiple cases and/or groups at one time.

### **General Conditions**

This job description is subject to annual review. It may be amended only after full consultation with the Family Support Worker concerned. It will be signed if agreement is reached.

If following review and amendment, agreement is not reached the appropriate procedures should be used for settling disputes.

Signatures

---

Family Support Worker

---

Headteacher

## Person specification

CRITERIA	QUALITIES	ESSENTIAL	DESIREABLE
<b>Qualifications</b>	NVQ level 3 or equivalent knowledge and experience	✓	
<b>Legislation Knowledge</b>	Understanding of relevant legislations	✓	
<b>Safeguarding</b>	Knowledge of safeguarding procedures	✓	
<b>Computer Literacy</b>	Working knowledge of database management and computer literacy	✓	
<b>Equipment Handling</b>	May involve moving and handling equipment	✓	