

Job Description

Lead Family Support Worker

Cidari Multi Academy Trust
South Shore Academy
Salary: NJC Pay Scale Grade G SCP 25 - 28
Reporting to: Head of Pastoral
Deployed by: Headteacher

Prepared by:	Neil Kay	Approved by:	Laura Wright-Dixon
Prepared on:	17/03/2026	Approved on:	20/04/2026
Reviewed by HR:	Laura Wright-Dixon	Permitted use:	South Shore Academy
Reviewed on:	20/04/2026	Applicable Terms	The Green Book

The appointment is subject to the conditions of service for support staff employed by Cidari Multi Academy Trust, which are based on the National Joint Council (NJC) for Local Government Services (Green Book), along with any locally agreed variations, and all relevant employment legislation. In carrying out their duties, all staff are expected to consult, where appropriate, with the Trust, the Local Authority, the Diocesan Authority, the Local Governing Committee, colleagues, pupils, and parents.

A. The Core Purpose of the Lead Family Support Worker

The core purpose of the Family Support Worker is to challenge educational and social disadvantage by achieving the highest possible standards and preparing all our students to lead successful lives.

B. Strategic Focus of the Role

The Lead family support worker role oversees the work of the pastoral team in support of every pupil with our core purpose. This role has been designed in consultation with young people and the pastoral team to offer bespoke support. It is part of an overall redesign of Social, Emotional and Mental wellbeing provision at South Shore. There will be a central point of contact, the Triage team, who will triage referrals from staff and parents/carers.

C. Duties and Responsibilities

- Lead the Pastoral team for either Key Stage 3 or 4, ensuring that the family support workers have consistent working practices and impact on the behaviour, attendance and wellbeing of the pupils in that key stage.
- Lead the pastoral support team in providing support and guidance to pupils to promote their academic and personal development in the areas of attendance, behaviour and mental/emotional well-being.
- Having time limited, focused conversations with pupils, identifying the issues affecting them and giving information and guidance to support academic achievement, great attendance and positive mental wellbeing





- Monitor and improve pupil attendance/behaviour and implement strategies to improve these.
- Ensure families / carers of pupils in need of additional support are kept involved in all aspects of their child's education.
- Identify and refer to leadership when further targeted or specialist/ clinical support might be needed
- Oversee support packages as part of the wider inclusion team for pupils to reintegrate them into school following periods of exclusion/internal exclusion / absence or referral from an internal provision and managed moves
- Manage the supervision of pupils not otherwise working to a normal timetable
- Be responsible for the development and monitoring of individual support plans (ISPs)
- Resolves issues relating to individual pupils.
- Conduct paired home visits and advise parents / carers how best to support their children in management of their individual support plans
- Support pupils and families by completing early help referrals and referrals to other agencies
- Attend safeguarding and child protection meetings to ensure all pupils are supported and safeguarded effectively
- Lead the pastoral team across all roles as directed
- Plan and lead the continued professional development of the pastoral team
- Maintains and updates record daily
- Recommend actions about individual support packages, pastoral care and referrals for pupils.
- Engage fully in the academy appraisal process to fulfil personal potential and be able to participate effectively in the implementation of the academy's goals and improvement plan.
- Maintain confidentiality and adhere to safeguarding procedures
- Responsible for managing own work flow from pastoral triage document
- Provide support and advice to pupils to promote their social care and personal development
- Assist in resolving relationship issues between pupils
- Provide cover for absent teaching staff when necessary
- Consistently implement all academy policies.
- Deal with safeguarding concerns as a Deputy Designated Safeguarding Lead
- Deal with first aid issues as a designated first aider
- Undertake any of the specialisms in this role as requested by line manager
- Completion of all related administration or those asked for by a senior colleague

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually

The successful applicant will be required to safeguard and promote the welfare of children and young people must demonstrate a clear commitment to this at all times. The Family Support Worker is expected to work in line with academy and Trust safeguarding policies and procedures and support a culture of vigilance, ensuring that all pupils feel safe, respected and valued.



This job description forms part of the contract of employment for the appointed individual. It reflects the role as it stands at the present time and may be reviewed in consultation with the postholder in the future. The appointment is subject to the current conditions of employment relevant to the post, along with any other applicable legislation and guidance.