

Family Support Advisor

Job Description and Person Specification



Location: Widely Court Primary School

Grade/Salary: Connect Grade E

Reports to: Designated Safeguarding Lead (DSL) / Headteacher

Hours: 30 hours per week, 39 weeks per annum

Job Purpose

To work in partnership with children, families, school staff, and external agencies to provide support, guidance, and early intervention. The Family Support Worker will play a key role in improving outcomes for pupils by addressing barriers to learning, supporting wellbeing, and strengthening home–school relationships.

Key Responsibilities

Support for Pupils and Families

- Provide a safe, welcoming, and confidential environment for families, including being a visible and accessible point of contact.
- Offer practical support to families facing challenges (e.g., housing, parenting, financial difficulties, deployment-related stress).
- Work closely with families to improve attendance, behaviour, emotional wellbeing, and academic engagement.
- Assist families in accessing appropriate support services (e.g., Early Help, mental health services, Armed Forces support).
- Conduct home visits, where appropriate, to build trust and promote engagement.
- Support children through key life transitions, including moving schools, changes at home, or parental deployment.

Support for Military Families

- Act as the key liaison between the school and military families, offering tailored support to children of serving personnel.
- Provide emotional support to children during times of change such as deployment, relocation, or reintegration.
- Build links with military welfare organisations (e.g., SSAFA, Royal British Legion, HIVE) to ensure families can access wider support networks.
- Track the progress and wellbeing of service children and ensure inclusive practices are in place across the school.

Support for the Attendance Lead

- Work alongside the Attendance Lead to identify pupils with poor or declining attendance.
- Help to analyse attendance data and identify patterns or causes for concern.
- Engage with families where attendance is an issue—offering support, challenge, and early intervention as appropriate.

- Carry out home visits to explore barriers to attendance and help families overcome them.
- Promote good attendance through proactive initiatives, rewards, and positive communication with families.
- Contribute to the development and implementation of the school's attendance strategy and policies.

Multi-Agency Working

- Act as lead professional in Early Help Assessments (EHAs) where needed.
- Attend and contribute to multi-agency meetings, including TAFs, CIN, and CP cases
- Coordinate with external services to deliver targeted, joined-up support.

Safeguarding and Child Protection

- Identify and escalate safeguarding concerns to the Designated Safeguarding Lead (DSL).
- Maintain accurate, confidential, and up-to-date case notes and records.
- Support the school's statutory safeguarding responsibilities under *Keeping Children Safe in Education*.

Support for the School

- Contribute to whole-school strategies around wellbeing, inclusion, attendance, and safeguarding.
- Plan and deliver workshops, parent engagement events, or support groups.
- Encourage and support positive home-school relationships and parental involvement.

Person Specification

Essential

- Experience working with children and families in a support or advisory capacity.
- Strong understanding of safeguarding procedures and child protection frameworks.
- Awareness of the challenges faced by Armed Forces families and pupils.
- Understanding of factors affecting school attendance and strategies to improve it.
- Excellent interpersonal, organisational, and communication skills.
- Ability to build trust and work empathetically with families from diverse backgrounds.
- Confidence in working independently and as part of a team.

Desirable

- Relevant qualification (e.g., NVQ Level 3 in Health & Social Care, Family Support, or similar).
- Experience working in a school, education, or community-based setting.

- Familiarity with Early Help processes and multi-agency working.
- Knowledge of Armed Forces Covenant and services available to military families.
- Understanding of the school attendance legal framework and attendance monitoring systems (e.g., SIMS, Arbor).
- Experience of monitoring and improving attendance under the current 'Working together' framework

Other Requirements

- Enhanced DBS clearance.
- Willingness to undertake relevant CPD and training.
- Commitment to the school's values, safeguarding principles, and inclusive ethos.

Signature: _____

Date: _____