

Bedelsford Chaucer Centre

Job Description:

Job Title: Family Support Worker

Start date: September 2025

Job Overview:

The Family Support Worker will work closely with pupils, parents, carers, and staff to provide holistic support that enhances student well-being, attendance, and academic engagement. This role is key in bridging the gap between home and school, ensuring that families have access to the necessary resources and interventions. As part of this role, the Family Support Worker will also act as a Deputy Designated Safeguarding Lead (DDSL), ensuring robust safeguarding practices are upheld across the school community.

JOB PURPOSE AND SCOPE:

- To provide direct support and advocacy for families to address personal, social, emotional, and educational challenges.
- To develop strong, trusting relationships with parents and carers, ensuring they feel supported and empowered.
- To facilitate access to external services, such as health professionals, social workers, and local community support.
- To work closely with school staff to monitor pupil progress and implement interventions where necessary.
- To promote a positive, inclusive school culture that values family engagement and well-being.
- To act as a Deputy Designated Safeguarding Lead (DDSL), ensuring that safeguarding policies and procedures are followed effectively to protect children and young people.

FUNCTIONAL LINKS:

The Family Support Worker will collaborate with:

- School leadership, teachers, and support staff to ensure a cohesive approach to family and pupil support.
- Parents, carers, and guardians to strengthen communication and engagement in school life.
- External agencies, including local authorities, healthcare professionals, and charities, to coordinate comprehensive support for families.
- Other educational institutions and community organisations to share best practices and resources.

DUTIES & RESPONSIBILITIES:

- Provide targeted interventions to support families in overcoming difficulties related to attendance, behaviour, and emotional well-being.
- Conduct home visits where appropriate to build rapport and provide direct family support.
- Develop and deliver workshops, training, and support groups for parents on topics such as SEND, mental health, and parenting strategies.
- Signpost families to relevant external services and assist in accessing appropriate support.
- Maintain accurate and up-to-date records, ensuring compliance with safeguarding and confidentiality policies.
- Advocate for families in multi-agency meetings, contributing to the development of action plans for pupil support.
- Work with pupils individually or in small groups to provide pastoral and emotional support where needed.
- Support the Designated Safeguarding Lead (DSL) and Head of School in handling safeguarding concerns, reporting incidents, and ensuring compliance with safeguarding protocols.
- Deliver safeguarding training and guidance to staff and families where necessary.

Administration

- To manage time effectively, prioritising work as required.
- To complete and maintain accurate records
- To address issues of confidentiality, consent and sharing of information throughout assessment and intervention and clearly record in students' files.
- To participate in audit of safeguarding and wellbeing.
- Support input into policies and procedures for specialist area and propose changes to practices and procedures for own area.
- To be accountable for own professional action and recognise own professional boundaries, seeking advice as appropriate.
- To represent Orchard Hill College and Academy Trust as appropriate.

Professional

- To be aware of the sensitivity required to work closely, effectively and in a professional manner with students, parents/carers, advocates, the multidisciplinary team, College and Academy staff, Community Services, PCTs and other professionals working with students.
- To contribute to the development of best practice within the service.
- To respect the confidentiality, individuality, values, cultural and religious diversity of students and to contribute to the provision of a service sensitive to these needs.
- To undertake Orchard Hill College and Academy Trust induction programme and ongoing training, including Good Practice training and Protection of Vulnerable Adults and Child Protection training.
- To participate in staff meetings, individual planning meetings, department meetings and liaison meeting with other professionals.
- To promote awareness of the role of Family Support Worker within the multidisciplinary team, all team meetings and with outside agencies.
- To maintain personal development through use of off-site and in-house training, contact

- and involvement with relevant special interest groups, attendance of in-service training, and review of literature as required.
- To maintain own clinical professional development (CPD) by keeping abreast of new developments within the profession and ensure that practice is based on best available evidence and that learning outcomes are recorded in a portfolio.
- To review and reflect on own practice and performance through effective use of professional and operational supervision and appraisal, audit and outcome measures as necessary to own work.
- To have experience or willingness to undertake DDSL training
- To have safeguarding and child protection training

General

- Uphold and promote the values and ethos of OHCAT ensuring an inclusive and welcoming environment.
- Adhere to all safeguarding, child protection, and confidentiality policies and procedures.
- Participate in ongoing professional development and training to enhance skills and effectiveness in the role.
- Act as a positive role model for students, families, and colleagues.
- Undertake any other duties as required to support the wider school community and meet the needs of pupils and families.

Notes

The post holder should be prepared to work in all the College centres, and schools within OHCAT and at affiliates' venues and be willing to undertake competency development to work in various areas appropriate to the role of Family Support Worker.

This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties that fall within the grade of the job, in discussion with the manager.

This content of the job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder. The post holder is expected to comply with all relevant Orchard Hill & Academy Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Safeguarding Children and Vulnerable Adults, Health and Safety and Confidentiality of Information.

Person Specification for Family Support Worker at Bedelsford Chaucer Centre

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form. If you are selected for interview you may be asked also to undertake practical tests to cover the skills and abilities shown below.

Area	Requirement	Essential/Desirable
Qualifications		
	Training in safeguarding and child protection	Essential
	Designated Safeguarding Lead (DSL) or Deputy DSL training, or willingness to undertake this training	Essential
	Additional qualifications in SEND, mental health, or family intervention	Desirable
Abilities, Skills & Knowledge	Experience working with children and families, preferably within an educational or social care setting	Essential
	Knowledge of the challenges faced by families of children with SEND and the ability to offer practical support	Essential
	Strong communication and interpersonal skills, with the ability to build trusting relationships with families from diverse backgrounds	Essential
	A thorough understanding of safeguarding policies and procedures, with a commitment to child welfare and protection	Essential
	Experience or training in safeguarding and child protection, with the ability to act as a Deputy Designated Safeguarding Lead (DDSL)	Essential
	Ability to work both independently and collaboratively as part of a multi-disciplinary team	Essential
	A proactive and empathetic approach, with strong problem-solving skills and resilience in challenging situations	Essential

	Ability to maintain accurate records and manage confidential information in line with GDPR and safeguarding requirements	Essential
	Knowledge of local support services and ability to liaise with external agencies to support families	Desirable
	Experience in delivering training or workshops for parents and staff on relevant topics	Desirable

The school will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current on the date stated in the Job Description but will be reviewed on an annual basis and following consultation with you may be changed to reflect or anticipate changes in job requirements which are commensurate with the job title and grade in line with the school's changing needs.

