



JOHN MASEFIELD HIGH SCHOOL AND SIXTH FORM CENTRE

Mabel's Furlong, Ledbury, Herefordshire HR8 2HF

11-18 Mixed Comprehensive (NOR 843)

Tel: 01531 631012

Email: admin@jmhs.hereford.sch.uk Website: www.jmhs.hereford.sch.uk

Family Support Worker

Required to start as soon as possible

37 hours per week, term time only plus 1 week, 39 weeks per year

(8:30-4:30 Mon-Thurs, 8:30-4 Fridays - Working hours can be discussed if required)

JM05 £25,989 pro-rata to contract, actual starting salary £22,358 per annum

We are seeking to appoint a dedicated member of staff to work closely with students and families who have emerging problems, or additional needs that require targeted support. You will provide prompt support to families at pre-Early Help Assessment (EHA), at EHA (level 2 Herefordshire levels of need). Key duties will include responding to referrals made by the JMHS Pastoral Team, supporting attendance improvement and prevention of absence, completing initial assessments of family needs, and making referrals to relevant internal and external agencies for specific support.

The successful candidate will be organised, proactive, and passionate about supporting students and their families, and have experience of working as a Family Support Worker (or equivalent role), and supporting young people and families. You will be a confident and effective communicator able to relate well to students, parents, staff and external contacts. You will have a good level of ICT skills and a good understanding of child development and factors that affect how students learn.

JMHS was inspected by OFSTED in November 2022 who confirmed our good grading and whose comments included:

- Pupils behave well. They are polite to their teachers and considerate of their peers.
- Parents rate teachers' high expectations because they push pupils to do more. Many say teachers go 'above and beyond' for their children.
- Pupils can do unusual stuff at this exciting school.
- School leaders have constructed a rich and engaging curriculum.

We welcome visits from prospective applicants. If you would like to visit the school or discuss the position further please email Chloe Limbrick (Deputy Headteacher for Behaviour and Culture). chloe.limbrick@jmhs.hereford.sch.uk.

Applications Forms should be emailed to vacancies@jmhs.hereford.sch.uk. We do not accept CVs. As part of your application you should submit no more than 1 side of A4 detailing how your skills and experience make you the right candidate for this post.

JMHS is committed to the protection and safety of its pupils and therefore all appointed candidates will be subject to a Disclosure and Barring Service check at Enhanced Level and shortlisted candidates an online google search.

Closing date: Monday 6th October 2025 9:00am

Interview date: TBA



JOB DESCRIPTION: FAMILY SUPPORT WORKER

37 hours per week - Term Time Only plus 1 week, 39 weeks a year

(8:30-4:30 Mon-Thurs, 8:30-4 Fridays - Working hours can be discussed if required)

Organisational information:

Responsible to: Designated Safeguarding Lead (Assistant Headteacher)

Functional links: Year Leaders, Student Support Assistants, SEND Team, Hub/Haven Staff, SLT; BRR Team; Careers Advisor; External Agencies; Parents and Carers

Key Responsibilities

1. Provide timely emotional and practical support to key students and families facing short- or long-term challenges.
2. Respond to referrals from the JMHS Pastoral Team, and act on them effectively.
3. Complete initial assessments to understand family needs and prevent escalation of concerns.
4. Identify and coordinate external agency involvement for specific groups of students needing additional support.
5. Play an active role in the Pastoral team and school safeguarding processes.
6. Lead and review Early Help Assessments (EHA).
7. Collaborate effectively with internal teams and external professionals to ensure a joined-up approach to student support.
8. Support Children Looked After (CLA) through regular engagement, attendance at PEPs and reviews, and targeted interventions.

Key Duties & Activities

Responding to Referrals

- Act on referrals from the Pastoral Team promptly and appropriately.
- Gather relevant information and initiate a support pathway in collaboration with staff.
- Take part in regular case reviews to track impact and update plans.

Support for Vulnerable Students

- Support a caseload of students with additional needs such as those at risk of exclusion, persistent absence, poor mental health etc.
- Seek external agency input where internal support is not sufficient or where specialist input is required.
- Build and maintain up to date knowledge of local services and sustain effective working relationships with providers.
- Liaise with external providers to provide key students with additional PSHRE support via interventions or activities.

Attendance Support

- Support students at risk of school refusal, poor attendance, and disengagement.
- Conduct home visits where necessary and appropriate.
- Work alongside the Attendance Team to carry out absence calls, plan interventions, and monitor progress.

Support for CLA Students

- Build trusting relationships with CLA students and provide personalised support.
- Liaise closely with the Designated Teacher for CLA.

- Attend PEP meetings and contribute to reviews to ensure education and care needs are met.
- Support with wellbeing, attendance, transitions, and access to enrichment opportunities.

Assessment and Planning

- Conduct initial family needs assessments and develop support plans with clear, measurable outcomes.
- Use tools such as the Graded Care Profile (GCP) to assess parenting capacity and risks.
- Keep accurate records and case notes on all support activity.
- Review and adapt plans in collaboration with families and professionals.

Multi-Agency Working and Referrals

- Proactively seek out and coordinate support from external agencies including Early Help, social care, CAMHS, youth services, and more.
- Lead or support Early Help Assessments and TAF processes.
- Attend multi-agency safeguarding meetings where appropriate.

Pastoral and Safeguarding Support

- Provide additional capacity during peak pressure points, e.g. Assist with the secure and timely transfer of safeguarding records during key transitions (KS2 to KS3 and KS5 leavers).

Family and Community Engagement

- Build strong relationships with families and empower them to engage positively with school life.
- Offer practical support and emotional guidance to help resolve difficulties and reduce risk.
- Create opportunities for parental involvement and family-school collaboration.

Pay: JM05 £25,989 pro rata actual salary term time plus 1 week 39 weeks is £22,358

September 2025

PERSON SPECIFICATION - FAMILY SUPPORT WORKER



	ESSENTIAL	METHOD OF ASSESSMENT
Experience	Experience of working as a Family Support Worker (or equivalent role). Experience of supporting young people and families. Experience of referring to agencies for support.	Application form Interview References
Qualifications and Training	GCSEs in English and Maths at least at Grade C or grade 4 or equivalent. Willingness to undertake training in all areas of the job description as required (E.g.	Application form Certificates Interview

	Graded Care Profile, Safeguarding, Right Help Right Time)	
Skills and Abilities	Can use ICT effectively to support administration of caseload (e.g. email, Internet, Basic Excel Spreadsheets etc.) A confident and effective communicator who is willing to conduct tough conversations with students and their families. Good understanding of child development and factors that affect how students learn. Good understanding of parenting approaches. Ability to relate well to young people and adults, and to build positive working relationships. Work constructively as part of a team and independently. Ability to develop specific plans to support families. Knowledge of/willingness to learn about external agencies to refer for additional support. Full working knowledge of relevant policies/codes of practice/legislation.	Application form and supporting statement Interview References
Other factors	A thorough understanding of an adults' role in safeguarding young people A strong commitment to professional development and learning collaboratively. DBS at Enhanced Level	Application form and supporting statement Interview References

Hours	37 hours per week term time only, plus Inset days (39 weeks, plus 1 week).	
Salary	Working pattern to be discussed and agreed with successful candidate Pay: JM05 £25,989 pro rata actual salary term time plus 1 week 39 weeks is £22,358	

September 2025