

Heath School – H3 Federation

JOB DESCRIPTION			
Post Title:	Family Worker (Heath School)	Grade:	SO1. Term Time Only + 10 days. 2-year fixed term contract
Department:	Attendance & Behaviour	Date:	Required for September 2026
Responsible to: Director of Behaviour and Attitudes			

INTRODUCTION

Family Workers at Heath School support the delivery of high-quality education and pastoral provision for students with SEMH, behavioural and additional learning needs within an Alternative Provision setting.

The postholder will provide targeted, relationship-based support to pupils and their families, helping to overcome barriers to education, wellbeing and family stability. They will build strong partnerships between home and school, empowering families to develop resilience, confidence and independence while improving outcomes for young people. All actions will be delivered in line with those set out in the Heath School VRU funding application.

The postholder will need to be flexible and adaptable, willing to train and prepared to adapt and evolve with the provision, commensurate with their role and responsibilities.

This job description may be amended at any time following discussion between the post holder and the Head of School and will be reviewed annually to ensure it meets the needs of the Federation.

All staff are expected to work closely in line with the SEND Code of Practice (2015)

The following are the key responsibilities of the post:

Key Responsibilities

Family Support and Mentoring

- Delivery of Family mentoring in line with the approach set out in the school's VRU funding application.

- Establish positive and trusting relationships with pupils, parents and carers from the point of entry to the school.
- Conduct assessments of family strengths, needs and priorities and develop tailored support plans.
- Deliver structured one-to-one family mentoring programmes, including home visits where appropriate.
- Provide practical guidance and emotional support to families experiencing social, emotional, behavioural, financial or housing-related difficulties.
- Support families to establish routines, boundaries and effective communication strategies.
- Work alongside parents and carers to build confidence and strengthen parenting capacity.
- Help families identify and achieve realistic goals that improve outcomes for children and young people.
- Develop a plan to deliver this work to meet objectives as set in the VRU funding application
- Effectively implement and deliver this plan
- Maintain clear records of work delivered, enabling effective reviews of impact to inform decisions and future planning
- Prepare and deliver reports on the work to a range of stakeholders are required

Supporting Pupils

- Delivery of work with students in line with the approach set out in the school's VRU funding application.
- Build positive working relationships with pupils and provide regular mentoring and wellbeing check-ins.
- Support pupils to improve attendance, engagement, behaviour and readiness to learn.
- Promote resilience, confidence, emotional regulation and positive decision-making.
- Ensure pupil voice informs support planning and intervention delivery.
- Develop a plan to deliver this work to meet objectives as set in the VRU funding application
- Effectively implement and deliver this plan
- Maintain clear records of work delivered, enabling effective reviews of impact to inform decisions and future planning
- Prepare and deliver reports on the work to a range of stakeholders are required

Home-School Partnership

- Act as a key link between home and school, with this delivered in line with the school's VRU funding application.
- Facilitate effective communication between families and school staff.
- Support families to engage positively with school processes, meetings and interventions.
- Contribute to successful reintegration, transition and post-16 planning where appropriate.
- Help families understand and access educational support available to their child.
- Develop a plan to deliver this work to meet objectives as set in the VRU funding application

- Effectively implement and deliver this plan
- Maintain clear records of work delivered, enabling effective reviews of impact to inform decisions and future planning
- Prepare and deliver reports on the work to a range of stakeholders as required
- Lead on the organisation and running of the school's student review days as required

Multi-Agency Working

- Work collaboratively with social care, youth services, CAMHS, Early Help, housing, health professionals and voluntary sector organisations.
- Attend and contribute to multi-agency meetings, reviews and planning processes.
- Signpost and support families to access appropriate community and specialist services.
- Advocate on behalf of families where appropriate to secure support and improve outcomes.

Monitoring, Recording and Evaluation

- Maintain accurate and timely case records in line with school policies.
- Monitor progress against agreed family and pupil outcomes.
- Collect feedback from families and pupils to evaluate the effectiveness of interventions.
- Produce reports for senior leaders and contribute to programme evaluation.
- Use data and evidence to inform practice and continuous improvement.
- Produce impact reports for the VRU in-line with requirements of the programme

Safeguarding

- Safeguard and promote the welfare of children and young people at all times.
- Identify and respond appropriately to safeguarding concerns in accordance with school procedures.
- Maintain professional boundaries and confidentiality.
- Contribute to risk assessments and safety planning where required.

Professional Development

- Participate fully in supervision, line management and case review meetings.
- Engage in school briefings, CPD and relevant external training.
- Keep up to date with best practice in family support, mentoring, safeguarding and trauma-informed approaches.
- Contribute to staff training and the sharing of good practice where appropriate.

General Responsibilities

- Support the values, ethos and aims of the school.

Person Specification

Essential

Experience

- Experience of working directly with vulnerable children, young people and families.
- Experience of building effective relationships with parents and carers.
- Experience of multi-agency working.
- Experience of supporting families facing complex social, emotional or behavioural challenges.
- Experience of maintaining accurate records and managing a caseload.

Knowledge

- Understanding of safeguarding and child protection procedures.
- Knowledge of barriers affecting school attendance, engagement and inclusion.
- Understanding of trauma-informed and restorative approaches.
- Knowledge of local support services and referral pathways.

Skills

- Excellent communication and interpersonal skills.
- Ability to engage hard-to-reach families.
- Ability to work independently and prioritise workload effectively.
- Strong organisational and record-keeping skills.
- Ability to manage challenging situations calmly and professionally.
- Ability to motivate, empower and support others to achieve change.

Personal Qualities

- Empathy, resilience and emotional intelligence.
- Commitment to improving outcomes for vulnerable young people.
- Flexible and solution-focused approach.
- Ability to maintain professional boundaries and confidentiality.

Desirable

- Relevant qualification in family support, youth work, social care, education, counselling or a related field.
- Experience working within a PRU, alternative provision or secondary school.
- Experience of delivering mentoring or parenting programmes.
- Knowledge of contextual safeguarding, exploitation and youth violence issues.
- Experience of conducting home visits and delivering outreach work.