

Family Support Worker Job Description

JOB TITLE: Family Support Worker

RESPONSIBLE TO: Headteacher

GRADE: G

The following is an outline of the range of duties that can be expected of the Family Support Worker. It is not a comprehensive or exclusive list and duties may be varied from time to time, according to the needs of the school, provided that such changes do not alter the general character of the role or level of responsibility.

Key Responsibilities

Support for Families

- Build positive and trusting relationships with families to understand and support their individual circumstances, needs and barriers to engagement.
- Provide practical advice and guidance on parenting, family routines and accessing appropriate resources and services.
- Support families experiencing challenging circumstances, including financial difficulties, housing issues and other factors that may affect a child's wellbeing, attendance or engagement with school.
- Signpost and, where appropriate, support families to access relevant internal and external services.
- Promote positive parental engagement through individual meetings, group discussions, workshops and other activities.
- Organise and facilitate workshops and support sessions for parents and families, according to identified needs.
- Encourage families to participate in school activities and events, helping to strengthen positive relationships between home and school.
- Promote families' awareness and understanding of relevant school policies, procedures and the support available to them.
- Work collaboratively with families to identify achievable actions and review progress towards agreed outcomes.
- Undertake home visits, where appropriate and in accordance with school policies and procedures, to support engagement with pupils and families.

Attendance and Engagement

- Monitor pupil attendance and punctuality and identify emerging patterns or concerns.
- Work proactively with families to understand and address barriers to regular school attendance and punctuality.
- Promote the importance of good attendance and punctuality and their impact on pupils' wellbeing, progress and achievement.
- Develop positive and supportive relationships with families where attendance is a concern, agreeing appropriate actions and reviewing progress.
- Work collaboratively with school staff and relevant external agencies to support improved attendance and engagement.
- Liaise with the Torbay Attendance Improvement Service, where appropriate.



- Maintain accurate records of attendance-related contact, support, actions and outcomes.

Collaboration with School Staff

- Act as an effective link between home and school, promoting positive communication and relationships with families.
- Work closely with the Inclusion Team, teachers and wider school staff to identify pupils and families who may benefit from additional support.
- Contribute to discussions and initiatives relating to pupil wellbeing, inclusion, attendance and engagement.
- Work collaboratively with the Inclusion Team to identify appropriate interventions and support for pupils and families.
- Collaborate with colleagues to develop, implement and review personalised support plans for vulnerable pupils and their families.
- Share relevant information appropriately with colleagues to ensure a coordinated approach to supporting pupils and families.
- Recognise safeguarding concerns and follow the school's safeguarding and child protection policies and procedures, reporting concerns promptly to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead as appropriate.
- Work collaboratively with external agencies and professionals where appropriate to help families access effective support.

Other responsibilities and expectations

- Act as a positive advocate for education and demonstrate the ethos, aims and values of the school and Riviera Education Trust.
- Participate in performance management, professional development and relevant internal and external training, applying learning to professional practice.
- Work in accordance with Trust policies and procedures at all times.
- Contribute to identifying, minimising and addressing health and safety risks within the workplace.
- Value diversity, promote equality of opportunity and contribute to an inclusive school environment.
- Treat information relating to pupils, families, staff and the Trust with appropriate discretion and confidentiality, in accordance with safeguarding and data protection requirements.
- Demonstrate a consistently high level of professionalism, courtesy, sensitivity and care when working with pupils, families, colleagues and external professionals.
- Recognise the importance and benefits of effective teamwork and collaborative working.
- Complete records, reports and other documentation associated with the role accurately and within appropriate timescales.
- Undertake mandatory and role-specific training as required.
- Comply with all relevant health and safety requirements.
- Undertake any other duties that are commensurate with the grade and general nature of the post.
- Support and promote the ethos, aims and vision of Riviera Education Trust.

Inspiring the individuals of today, for a better society tomorrow