

## Job Description

**Job Title:** Family Support Worker

**Reporting to:** Inclusion Coordinator

**Grade: DNJC012**

### Overall purpose of the post:

To work within the local community with key partners, supporting families including those with a range of needs, in addressing identified needs and empowering them to make sustainable change. The Family Support Worker will have a crucial role to play in coordinating packages of support for families, often taking on the role of key worker. Central to their work, will be delivery of proven, evidenced based interventions.

### Main duties and responsibilities:

- Manage an agreed caseload, utilising appropriate assessment and evaluation tools to inform packages of support for children and families and taking on the role of Key Worker where appropriate;
- Implement, monitor and review plans in liaison with other multi-agency workers;
- Provide advice and support to families in identifying and understanding barriers to children and young people achieving their full potential.
- Gather information and enter into Early Help Assessment documents and provide support to key partners to do the same, where appropriate;
- Work with families and others to support their progress in achieving regular attendance and reduced exclusion, progressing appropriate enforcement measures within the legal framework, and escalating where appropriate;
- Apply a range of persistent and pro-active approaches to engage with families with a range of needs;
- Deliver planned activity and provide support to remove barriers to learning both in school and in the home environment;
- Support raising resilience, self-esteem, self-reliance and independence to support families in accessing targeted and specialist support e.g. substance misuse services;
- Organise and deliver advice, information and support sessions for families;
- Support parents in building parenting skills and capacity;
- Offer families advice in accessing education, training and employment;
- Organise and/or support access to positive activities for families, including summer schools, holiday and after school activities;
- Advise and assist families in obtaining necessary benefits, payments and all other services to which they are entitled;
- Maintain up to date records of cases using integrated case file and management information systems (CPOMS);

- Liaise closely with Inclusion and Attendance teams, and attend weekly Inclusion Meetings to provide updates and information on early help cases;
- In conjunction with Designated Safeguarding Lead, Learning Managers and Attendance Team, analyse information gained from assessment and make recommendations concerning services that are available to support the ongoing needs of a child, young person, their family or carer(s).

### **Additional Responsibilities:**

- Dealing with any immediate problems or emergencies according to the Academy's policies and procedures.
- Respecting confidential issues linked to home/students/teacher/Academy work.
- Fire Marshall duties in the case of Fire and/or Emergency Evacuation were applicable.
- To comply with the Academy's Child Safeguarding Procedures, including regular liaison with the Academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;
- To comply with the Academy policies and procedures at all times.
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

### **Personal Contacts**

**External:** Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

**Internal:** Students, staff, Board and Academy Council members, parents and any other visitors to the Academy.