

# Family Support Worker – Job Description

<b>Hours:</b>	<ul style="list-style-type: none"> <li>• Full-time: 5 days (37.5 hours) per week.</li> <li>• Including some evening and weekend work on a rota basis to meet the needs of the service.</li> </ul>
<b>Contract:</b>	<ul style="list-style-type: none"> <li>• 1-year Fixed-Term contract, with potential to extend for a further year (further extension subject to funding).</li> </ul>
<b>Salary:</b>	<ul style="list-style-type: none"> <li>• £30,000 - £38,000 per annum (dependent on experience, and experience)</li> </ul>
<b>Location:</b>	<p>Hybrid:</p> <ul style="list-style-type: none"> <li>• UP’s London Head Office (as required for meetings, team days, training and events).</li> <li>• Travel across London as required.</li> <li>• Remote working.</li> </ul>
<b>Reporting to:</b>	<ul style="list-style-type: none"> <li>• Family Support Service Manager</li> </ul>

## Who we are

### Our Purpose

Unlocking Potential is the charity that supports schools and communities to ensure no child or family struggles alone with their social, emotional and mental health needs. We provide flexible, over-time, multi-disciplinary therapeutic support that meets children and families where they are, and enables them to feel safe, understood and the best version of themselves.

### Our Vision

Everyone feels supported, equipped and able to achieve their potential.

### Our Mission

Our mission is to provide tailored therapeutic support to more children, while training the practitioners of the future to build holistic, resilient social systems that equip children and their families with the confidence, tools, and skills to thrive at school and within their communities.

### Our Values

#### Individual

Everything we do is about the individual and what is right for them – no two children, families or schools are the same.

#### Innovative

We look for new solutions, evolving our thinking and approach – ensuring the use of bold, co-designed practice.

#### Collaborative

We choose to work with others to find the best solutions – we are stronger together.

## Our Family Support Programme

We launched our Family Support Programme in September 2025, initially as a pilot working with families across Wandsworth, with aims to be able to expand and continue the service beyond this. This service offers flexible, relationship-based support to families facing a range of challenges, helping them navigate systems, strengthen protective factors, and improve outcomes for children. Operating across extended hours, the service is accessible and responsive, with a strong focus on early intervention, collaboration, and building trust with families.

### About the role

We are looking for a skilled and compassionate Family Support Worker to join our new Family Support Service, supporting families initially across our partner schools in Wandsworth (with the aim of expanding the service beyond this over time).

This is a unique opportunity to be part of an innovative early help service from the outset, working within a small, dynamic team to make a tangible difference to the lives of children and their families. As a Family Support Worker, you will deliver flexible, hands-on, and therapeutically minded support to families facing multiple and complex challenges.

You will build trusted relationships through home visits, school meetings, and practical support - empowering parents and carers to strengthen routines, manage behaviour, improve attendance, and access services. Your role will be guided by detailed needs assessments and focused on achieving meaningful outcomes with each family.

Working closely with schools, health and social care professionals, and other local partners, you will contribute to effective, joined-up support for families. Using a restorative approach, you will help build resilience and give families the tools they need to make informed decisions and sustain positive change.

This role is ideally suited to someone with experience working in early help, family support, or community-based roles. You will be confident working independently in family homes, committed to safeguarding, and motivated by making a real difference in children's lives. You'll also benefit from high-quality supervision, therapeutic reflective practice, and a supportive team culture that values learning, collaboration and compassion.

### Key Responsibilities

#### Assessment and Planning

- Complete comprehensive assessments using UP's internal FSW assessment framework
- Develop, review and update support plans in collaboration with families
- Monitor risks and respond to emerging concerns in a timely and appropriate way, escalating to the Family Support Service Manager as appropriate
- Participate in regular case review meetings and contribute to team case discussions

## Direct Work with Families

- Carry out support visits tailored to identified family needs - home-based, communitybased, via phone and online
- Deliver intensive, practical and emotional support to families facing a range of challenges (including difficulties with parenting routines and boundaries, school attendance issues, poor housing conditions, financial hardship, mental health concerns)
- Help families set goals and create action plans that are strengths-based and achievable
- Build trusting relationships with parents and children to support positive change
- Signpost and support parents to access other services and advocate on their behalf where necessary

## Recording and Outcome Measurement

- Maintain accurate and timely records using UP's case management system, ensuring confidentiality and compliance with data protection standards
- Collect and track outcome data including, but not limited to, Goal Based Outcomes, wellbeing measures, school attendance, parent and teacher survey data

## Safeguarding and Risk Management

- Contribute to a culture of safeguarding awareness, safe lone working and effective risk management
- Maintain professional boundaries and work in a way that promotes independence, ensuring families are empowered and receive support that is ethical, safe, and trauma – informed
- Identify and respond to safeguarding concerns

## Partnership Working

- Liaise effectively with schools, social workers, GPs, housing teams and other professionals
  - Attend and contribute to multi-agency meetings (e.g. TAFs, CIN reviews)
- Support UP to network and build and maintain strong local connections with relevant services and partners
- Champion the voice of the family and ensure they are fully involved in support decisions

## General

- Undertake any other duties compatible with the level and nature of the post as reasonably required
- Contribute to the achievement of the Family Support Programme's strategic objectives in line with UP's strategic plan
- Work effectively and collaboratively as part of the wider charity team, participating in meetings and contributing to training programmes

- Work with internal and external colleagues to promote/celebrate the work of Unlocking Potential (e.g. connecting with stakeholders/other interested parties, contributing case studies / social media content etc.)
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development
- Adhere to UP's policies and procedures at all times

## Person Specification

<p><b>Knowledge/Qualifications</b></p>	<ul style="list-style-type: none"> <li>• A minimum of a Level 3 qualification in health and social care, childcare, or a related field (or equivalent experience)</li> <li>• Knowledge of trauma-informed practice or therapeutic approaches</li> <li>• Knowledge of local community resources and support networks (in Wandsworth desirable)</li> <li>• An understanding of family dynamics and child development, and how parenting styles affect the development of a child</li> <li>• Knowledge of issues affecting families e.g. domestic abuse, mental health, substance abuse, SEND or social circumstances</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Working with vulnerable children and families in a relevant role</li> <li>• Signposting and supporting families to access a wide range of interventions and services</li> <li>• Providing parenting guidance/support and improving parents/carers confidence and skills (incl. e.g. delivering evidence-based parenting interventions) Using a case management system to record support work and monitor outcomes</li> <li>• Using outcome measurement tools such as the Family Star Plus or GBOs</li> <li>• Identifying needs using an assessment framework</li> <li>• Experience working in (or with) schools or local authority early help services</li> </ul>
<p><b>Skills and Abilities</b></p>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Excellent time management, organisation, planning and prioritisation skills</li> <li>• Strong IT skills including Microsoft packages and Outlook</li> <li>• Strong relationship-building skills, maintaining professionalism and trust</li> <li>• Ability to have challenging conversations effectively, with compassion and kindness</li> <li>• Ability to carry out duties as a 'lone worker' following processes, risk assessments and emergency protocols</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work in a variety of settings with culturally and socially diverse families and communities</li> </ul>
<b>Qualities and Attributes</b>	<ul style="list-style-type: none"> <li>• Personal and professional integrity, reliable, high levels of confidentiality and discretion</li> <li>• Manages sensitive situations with empathy and professionalism</li> <li>• Proactive and resourceful, solutions-focused, and a hands-on attitude</li> <li>• Team player - works collaboratively and flexibly</li> <li>• Reflective and learns from past experiences, able to give and receive effective feedback, and able to improve personal performance</li> <li>• Resilient and able to work under pressure and effectively manage wellbeing in a busy/changing environment</li> </ul>
<b>Child Protection / Safeguarding</b>	<ul style="list-style-type: none"> <li>• Experience of identifying and responding appropriately to complex safeguarding concerns</li> <li>• Demonstrate knowledge and attitudes to contribute to the effective safeguarding and welfare of children</li> <li>• Ability to follow and promote UP's safeguarding policy/process</li> <li>• Complete commitment to the safety and welfare of children and vulnerable adults with complex needs</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Commitment to the mission, vision and values of the charity and a desire to play a role in transforming provision for marginalised children and their families</li> <li>• Commitment to equality, diversity, inclusion and belonging.</li> <li>• With guidance and support from your manager, and with attendance on appropriate training courses, develop skills to further your work and own CPD</li> </ul>

## Important Information

- **How to apply:** In line with safer recruitment practices, to apply for this role please complete an application form by following the link on our online recruitment portal: [www.up.org.uk/aboutus/work-with-us](http://www.up.org.uk/aboutus/work-with-us).

As part of the application, you will be asked to upload your CV and a personal statement which should clearly demonstrate (giving relevant examples) how you meet the requirements of the person specification. The criteria set out in the person specification forms the basis of the selection decision and enables the shortlisting panel to ensure objectivity. We look forward to hearing more about your experience and your interest in working with us!

Our selection process is designed to ensure that we select the most suitable person for the job in respect of skills, experience and qualifications, in addition to alignment with our charity's mission and values. We want you to have everything you need to make an informed application, if something is unclear, you would like more information, or if you require any reasonable adjustments at any stage of the application process, then please get in touch: [hr@up.org.uk](mailto:hr@up.org.uk)

- **Interview Process:**

The interview process will consist of:

- A brief informal video call with the Service Manager
- A formal in-person competency-based interview and task at UP's head office
- A potential second (shorter) interview where appropriate (this could be in-person or remote)

Further information will be provided ahead of time to support you in preparing for the interview stage, and if you have any questions, please let us know.

- **Safeguarding:** We are committed to safeguarding and promoting the welfare of children and young people and expect all those who work with us to share this commitment. It's a criminal offence for a person to apply to work with a group from which they have been barred from working. We follow safer recruitment practices in line with KCSIE including (but not limited to): online checks at interview stage, an Enhanced Disclosure and Barring Service check, satisfactory references, a medical check, proof of qualifications and right to work in the UK.
- **Equality, Diversity, Inclusion and Belonging:** Our children and families and staff come from a wide range of backgrounds, and we value the unique contribution that each individual can bring to UP. We have a diverse and inclusive team, and we strongly believe that this is vital to our work. We welcome applications from all sectors of the community, and we do not discriminate against any applicants on the basis of any protected characteristics. We ensure that candidates and employees are treated solely on the basis of their merits, abilities and potential.
- **Use of AI:** We understand that AI tools are increasingly used in everyday life, including using them to refine CVs, personal statements, and support interview preparation. While we appreciate the responsible use of AI, it's important that any information you submit as part of your application and assessment accurately reflects your own skills, experience and perspective. AI must also not be used during interviews or tasks.
- Candidate data is processed in line with UP's privacy notice and Data Protection Policy.