

St Joseph's Roman Catholic Primary School

Role Profile – Operational Context Form

Post title: Pupil & Family Support Worker					
Grade:	Grade 6	Staff responsibility:	No	Essential Car user:	No
Scope of role: Work in partnership with school colleagues to provide a personalised, whole family focussed response to meeting the needs of identified children, young people and families. Undertake direct work with children, young people and their families to effectively identify and address barriers to learning. Provide high quality practical, emotional and pastoral support through Early Help assessments, home visits and carefully targeted interventions. Improve outcomes in wellbeing, behaviour and attendance and family/school relationships. Undertake the role of Deputy Designated Safeguarding Lead.					
Accountabilities/Responsibilities – appropriate for this post: Pupil support • Liaise with teaching staff and work with identified pupils to address barriers to learning (wellbeing, behaviour, attendance). • Work closely with the attendance lead to improve pupil attendance. • Support the reintegration of pupils following suspensions or prolonged absence. • Deliver group activities and initiatives to build confidence and resilience in pupils. Direct work with families • Undertake home visits to provide support, build relationships and encourage parental engagement. • Undertake support activities to respond to the unmet needs of families, including undertaking early help assessments, developing SMART action plans and delivering evidence based direct work interventions to improve outcomes for children, young people and their families, working alongside other key partner agencies (this including acting as lead professional for Team Around the Family). • Provide evidence-based interventions (eg parenting support, routines, emotional wellbeing strategies) to achieve positive outcomes for parents and families. • Support families in accessing additional services (eg housing, benefits, mental health, SEND support). • Work independently in response to the needs of families, and seeking guidance and support if unsure, and/or to improve the quality of their interventions. Family engagement • Organise and deliver family involvement activities such as workshops, coffee mornings and events that achieve positive impact. • Promote positive relationships between school and parents/carers. • Encourage families to take an active role in their children's learning. Multi-agency work • Liaise and work in partnership with school colleagues, social workers, health professionals, police and other agencies to ensure coordinated support. • Attend and contribute to multi-agency meetings, case conferences and core groups. • Share information appropriately in line with safeguarding policy and GDPR.					

Monitoring and reporting

- Keep accurate, timely and confidential records of all casework.
- Monitor progress against action plans and report outcomes to the Headteacher.
- Provide feedback to SLT on trends and issues affecting families in the community and suggestions for how to effectively address these.
- Identify opportunities for improving day to day procedures and processes and discuss these with the Headteacher.

Prepared by:	School Business Manager
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Date:	23/10/2025
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out.

PLEASE NOTE that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding Commitment

This school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Attendance

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

Person Specification
Pupil & Family Support Worker

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A), Reference (R), Interview (I)
Qualifications Relevant Level 3 qualification in health, social care, education or equivalent Evidence of ongoing professional development (eg safeguarding, DSL, Early Help, parenting programmes)	E D	A A
Experience Experience working directly with children, young people and families in an educational or community setting Experience of undertaking Early Help assessments and developing SMART action plans Experience of delivering evidence-based interventions to improve outcomes (eg parenting support, emotional wellbeing) Experience of multi-agency working and attending case conferences/core groups Experience of organising and facilitating family engagement activities	E E E E D	A, I, R A, I A, I A, I A, I
Knowledge and Skills Strong understanding of safeguarding procedures and ability to identify and respond to concerns appropriately Knowledge of barriers to learning and how to support children and families to overcome them Ability to build trusting relationships with families and pupils, promoting engagement and resilience Excellent communication and interpersonal skills, including the ability to work collaboratively with professionals and families Ability to work independently, manage caseloads and maintain accurate records Confident in using IT systems for record keeping, monitoring and reporting Understanding of GDPR and confidentiality in relation to family support work	E E E E E E E	A, I A, I A, I A, I A, I A, I A, I
Personal Attributes Empathetic, approachable and non-judgmental Committed to inclusion, equality and promoting positive outcomes for all children Flexible, proactive and solution-focussed Commitment to safeguarding and protecting the welfare of children and young people Commitment to undertake CPD and contribute to whole school development Resilient and able to manage emotionally demanding situations	E E E E E E	I, R I I A, I A, I A, R
Note: We will always consider your references before confirming a job offer in writing		

Date created: 23/10/2025