



JOB DESCRIPTION

Job Title:	Family Support Worker
Work Location:	Solihull Alternative Provision Academy
Contract:	Full Time: 37 hours per week, Monday to Friday Term time only plus Inset Days (39 weeks work, 44.7 weeks paid)
Salary:	Band C, points 8-14: £26,824 - £29,540 pro rata (Actual: £22,995 – £25,323 per annum)
Start date:	January 2026
Line Manager:	Assistant Principal (Student Welfare)

Job Purpose

As a Family Support Officer, you will play a vital role in bridging the gap between the school and families, ultimately creating a supportive and inclusive environment for all. Working in schools throughout the Solihull borough, the Academy and in the community to support, guide and nurture students and families.

Overall Responsibilities

- Be instrumental in strengthening the partnership between school and families by providing personalised support and guidance to families, particularly those facing challenges that may impact their child's education;
- Directly support families of pupils by providing family support and directing them to appropriate support, agencies and parenting services;
- Conduct home visits to assess family needs;
- Collaborate with school staff (headteachers, teachers), health visitors, and social workers to:
 - Share best practices;
 - Discuss workloads and outcomes of visits and review meetings;
- Work with families to improve family functioning and promote positive mental health and emotional well-being in pupils;
- Support families and pupils during transition periods between and during provisions;
- Collaborate with multi-agency partners and safeguarding professionals;
- Complete reports and maintain accurate case records;
- Utilise evidence-based interventions and parenting programs;

- Producing a variety of resource for student/school/class/families designed to support an Individual's support Programme;
- Attending relevant meetings and in service training provided by the school;
- Supervising students;
- Consulting with parents regarding student support matters;
- Personal responsibility to make a decision when appropriate time to inform parents by issues that may occur;
- To assist with producing, implementing and evaluating support programmes.

Health, Safety and Security

- Co-operate with the employer on all issues to do with Health, Safety & Welfare;
- Work closely with other agencies and professionals to ensure the Health, safety and security for yourself and others;
- Support the School's implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection.

Pastoral Care

- Deal with incidents that are seen or reported regarding pupils' welfare.
- Report incidents and concerns to the Pastoral team

Continuing Professional Development – Personal

- In conjunction with the Assistant Principal (Student Welfare), take responsibility for personal professional development, keeping up-to-date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school;
- Complete appropriate Designated Safeguarding training and participate in the Safeguarding Team activities;
- Undertake any necessary professional development as identified in the School Development Plan taking full advantage of any relevant training and development available;
- Maintain a professional portfolio of evidence to support the Appraisal process - evaluating and improving own practice.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Chief Executive Officer / the Director of Education /the Principal or the incumbent of the post.