

Parent and Carer Alliance



Care Action Protect Empower

Family Support Worker Job Description

If you have the desire to make a real difference and ensure the voices of children and young people who have special educational needs and disabilities, and their families, are at the heart of everything you do, we invite you to apply for the position of Family Support Worker and become part of our team dedicated to making a meaningful impact in people's lives.

We are looking for compassionate and innovative, Family Support Workers to join us. We are looking for colleagues to join us who think big, enjoy a challenge and can bring fresh ideas to our services, in order to help enhance the lives of our children, helping them to flourish.

As a Family Support Worker, you will play a crucial role in helping individuals and families improve their daily lives and experiences by supporting them in getting their needs met. Within specified standards and timescales, you will provide valuable support and guidance, fostering positive change and contributing to the well-being of our community

The work is highly flexible – cases will be referred to you for you to accept or decline, and other than attending meetings as required, can be done at a time that is convenient to you. You will be an employee and hours will vary according to the number and complexity of requests for support.

Requirements and skills

Ideally you will have a qualification in Advocacy such as a Level 2 Award in Independent Advocacy, the Parent SEN Advocacy Training Programme, or above; and experience in advocating for children/young adults with Special Educational Needs and Disabilities and their families, however training and support can be provided.

- A working knowledge, or experience of, the processes and procedures that families whose children have Special Educational Needs and Disabilities need to navigate
- An empathetic nature to adequately understand families' situations and provide the necessary support
- Excellent organisational skills to successfully prioritise the many different aspects of the job
- Strong critical thinking to objectively evaluate each case and determine the best path of action
- Patience to successfully deal with complex cases which may not progress as expected
- Effective analysis, assessment, and planning skills
- Superior emotional intelligence and maturity to cope with the emotional demands of the job
- A good working knowledge of, and ability to use, information technology
- The ability to work flexibly as required
- A clear enhanced DBS check

[For more details click here for the Family Support Worker service agreement](#)

Please be aware that we will be reviewing the applications we receive on a daily basis, and we reserve the right to close the advert early if suitable candidates are identified.

If you would like an open and informal discussion regarding this role, then please contact info@parentandcareralliance.org.uk