

## **JOB DESCRIPTION**

<b>Job Title:</b>	Family Support Worker
<b>Accountable to:</b>	Family Support Team Manager
<b>Salary:</b>	5B
<b>Location:</b>	Kennedy Leigh Family Centre
<b>Hours:</b>	21 hours per week
<b>Contract:</b>	Permanent

### **JOB PURPOSE**

In line with Norwood's vision to support and empower neurodiverse children, their families and people with neurodevelopmental disabilities to live their best lives, we believe every family deserves the right support to navigate the experiences of raising a neurodivergent child, with our services designed to meet individual needs rather than focus solely on a diagnosis. As a Family Support Worker, you'll play a key role in empowering parents and carers to feel confident, supported, and equipped—helping families thrive.

Working as part of our dedicated Children & Family Services team, you'll provide high quality, professional tailored support to families through one-to-one sessions, facilitated peer groups, and parenting and educational programmes. You'll work alongside families as they face challenges, celebrate achievements, and navigate change—with warmth, respect, and practical guidance.

### **MAIN DUTIES & RESPONSIBILITIES**

#### **One-to-One Family Support**

- Hold a caseload of families and offer personalised one-to-one support, working in partnership with neurodivergent children, their siblings, parents and carers to identify goals and build on family strengths.
- Carry out welcoming and sensitive intake assessments to explore each family's unique circumstances, challenges, and aspirations.
- Develop co-produced support plans with clear actions and regular check-ins, ensuring families feel heard and supported, helping them to form tools and strategies to enhance positive relationships and experiences within the family unit, and support their children to thrive.
- Provide practical guidance on a wide range of topics including education, housing, transitions, financial support, health, and emotional wellbeing, signposting internally or externally for specialist support where required.

- Help parents build confidence in navigating services and advocating for their child.

### **Group Facilitation & Parent Education**

- Coordinate and /or facilitate peer groups for either parents, carers, neurodivergent children and siblings, encouraging shared experiences and mutual support.
- Design and deliver high quality practical, educational and engaging parenting/carers courses and information sessions based on common themes and needs. This includes creating resources and content to be used within the Family Support Team.
- Deliver workshops, training and guidance for professionals in community settings to raise awareness of neurodiversity and the support needs of families.
- To provide flexible and responsive services. Some out of hour's work (e.g. evening and weekends) may be required to deliver particular courses or sessions.

### **Supporting Transitions**

- Offer guidance and reassurance to families during important transition stages, such as starting school, changing services, life-cycle experiences, or moving into adulthood.
- Help families prepare for and adapt to change with greater confidence and clarity.

### **Safeguarding & Collaborative Working**

- Ensure the safety and wellbeing of children, young people, and vulnerable adults by following Norwood's safeguarding procedures at all times.
- Be alert to concerns, escalating promptly and appropriately when additional support or assessment is needed including those that require a referral to statutory services.
- To contribute to the assessment of need on more complex cases where an advocate, social worker or other professional is already involved.
- As part of the growing wider multi-disciplinary Service and established Family Support Team, work collaboratively addressing the holistic needs of those neurodivergent children, siblings and their families accessing the service.
- Work closely with external professionals to ensure coordinated and joined-up support, promoting partnership working with families, the Local Authority, the NHS, and other agencies, signposting where required.
- Attend multi-agency meetings, case discussions, and planning sessions, sharing relevant insights in a respectful and professional manner.

### **Record Keeping & Reflective Practice**

- Keep accurate and timely records of all family interactions using our secure Case Management System.
- Write clear, respectful, and purposeful reports, including formal documents when required (e.g. for court proceedings).
- Use feedback and monitoring tools to reflect on the difference your support is making and identify opportunities to improve.

### **Co-Production & Family Voice**

- Ensure co-production is at the heart of your work—making sure that families are actively involved in shaping their own support and influencing how services are designed and developed.
- Seek regular feedback from parents and carers and use it to help design and deliver better, more meaningful services.

### **Professional Development & Supervision**

- Meet regularly with the Family Support Manager in order to assess the progress of work, make decisions about the management of cases, plan future activity and provide information about work undertaken in order to improve outcomes for families.
- Attend relevant training, workshops and events to keep your knowledge and practice current and informed.
- Stay up to date with developments in neurodiversity, family support, and relevant Legislation

### **GENERAL**

1. To take all reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
2. To work at any other Norwood location, as and when required.
3. To report to the Centre and Quality Manager either serious risks or your concerns over safety issues.
4. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
5. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
6. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
7. To undertake any other duties which are consistent with the post.
8. To maintain standard of dress that is appropriate to the role and in accordance with the organisation's dress policy.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

## PERSON SPECIFICATION

### Family Support Worker

Criteria	Essential	Desirable
<b>Education/ Qualifications:</b>	<ul style="list-style-type: none"> <li>NVQ Level 3 or equivalent qualification</li> </ul>	<ul style="list-style-type: none"> <li>Play/youth work qualifications</li> <li>Qualified facilitator/demonstrable experience in delivering training</li> </ul>
<b>Experience/ Knowledge:</b>	<ul style="list-style-type: none"> <li>Knowledge of neurodiversity and neurodevelopmental disability and how families can support their children at different life stages.</li> <li>Working with neurodiverse children, young people and those transitioning into adulthood</li> <li>Early Years and/or Youth work and/ or Family Support Settings</li> <li>Experience/knowledge of the challenges facing neurodiverse children, young people and their families.</li> <li>Knowledge/awareness of reasonable adjustments, strategies and supportive mechanisms to meet the needs of neurodiverse children and young people.</li> <li>Experience in safeguarding children, data protection, equal opportunities and diversity legislation and best practice</li> </ul>	<ul style="list-style-type: none"> <li>A working knowledge and understanding of providing services within a cultural and religious context to Jewish families.</li> <li>Knowledge of SEND/Social Care Legislation</li> <li>Lived experience as a parent or carer of a neurodiverse child</li> </ul>

<b>Key Skills:</b>	<ul style="list-style-type: none"> <li>• Ability to provide reliable support to parent/carers and to act with integrity</li> <li>• Clear communication skills and an ability to represent Norwood internally and externally.</li> <li>• Strong organisational skills, with an ability to manage a diverse workload with competing demands</li> <li>• Ability to plan programmes and facilitate groups to meet the needs of neurodiverse children and young people</li> <li>• Good oral and written skills and the ability to write and present clear and comprehensive reports.</li> <li>• Ability to monitor and evaluate work</li> <li>• Ability to develop relationships with relevant statutory and voluntary sector bodies.</li> <li>• Confident and skilled in computer software</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling or coaching skills</li> </ul>
<b>Personal Attributes &amp; Circumstances:</b>	<ul style="list-style-type: none"> <li>• Ability to work well as a member of a team and on own initiative.</li> <li>• Ability to uphold and maintain strict confidentiality in all aspects of work.</li> <li>• Able to provide flexible and responsive services some out of hours work (e.g. evening and weekends) may be required to deliver particular courses or sessions</li> </ul>	