**CHEXS**

**(Registered charity number 1153769)**

**Supporting Families and the Local Community**

**CHEXS Mission**

Helping raise children and young people's self-esteem, skills and aspirations while addressing confidence issues that stop them achieving their potential. Also to support the whole family, helping raise parents' ability to communicate with their child which in turn can improve relationships and support development.

**Family Support Lead Job & Person Specification**

**Job Title:** Family Support Lead
**Salary:** FTE: £32,287.50 – £37,130.63 depending on experience and qualifications
**Pension:** 6% employer contribution
**Hours:** 37.5 hours per week (term-time plus 4 weeks; 42 weeks per year)
**Term:** Permanent
**Reports To:** Chief Operating Officer (COO)
**Location:** Based at Broxbourne office, with outreach in community settings
**Annual Leave:** In line with contract terms
**Disclosure & Barring:** Enhanced DBS check required

**CHEXS Vision, Mission & Strategic Outcomes**

CHEXS is committed to building sustainable and resilient communities by supporting children, young people, and their families. Our mission is to raise self-esteem, aspirations and skills while addressing the confidence and practical barriers that prevent families and children from reaching their potential.

Our services are guided by two frameworks (Family Support and Children & Young People) and underpinned by five strategic outcomes:

1. Strengthen family confidence and relationships
2. Improve behaviour management and learning support
3. Build resilience, self-esteem, and wellbeing in children
4. Promote community collaboration and ownership
5. Ensure governance, sustainability, and strategic choice

**Purpose of the Role**

As the Family Support Lead, you will lead the planning, delivery, and coordination of the CHEXS Family Support Service (FSS). You will manage and supervise a team of Family Support Workers and volunteers, ensuring service excellence, safeguarding, and adherence to CHEXS’ strategic outcomes. You will work in close partnership with the COO to deliver operational goals and will be a key contributor to CHEXS’ Senior Leadership Team (SLT).

You will act as the Designated Safeguarding Lead (DSL) for the Family Support Team, support training and supervision, and ensure all service activity aligns with our frameworks and delivery model.

**KEY AREAS**

1. Parent Support
2. Children & Young People Support
3. Service and Strategic Development
4. Evaluation and Monitoring
5. General

**DUTIES AND RESPONSIBILITIES**

**1. Operational Delivery**

1.1 Lead and coordinate delivery of the FSS service across weekly and bi-weekly school schedules, ensuring equitable coverage across 16 partner schools in line with funding tiers.
1.2 Implement and oversee delivery under the CHEXS Family Support Framework pillars:
  1.2.1 Supporting home life stresses
  1.2.2 Managing difficult behaviour
  1.2.3 Strengthening family relationships
  1.2.4 Communication
1.3 Provide structured, accessible support for families with unmet needs, including those affected by poverty, isolation, mental health, housing, and parenting challenges.
1.4 Deliver and oversee the following activities in schools and community settings:
  1.4.1 One-to-one mentoring and family casework
  1.4.2 Real Talk peer sessions and group-based interventions
  1.4.3 Top Tips parenting workshops and adult learning opportunities
  1.4.4 Family Craft sessions including setup, delivery, and post-session engagement
  1.4.5 Drop-in advice sessions and CHEXS Family Support Sessions in stakeholder settings
  1.4.6 Transition and school-gate engagement across age groups and key stages
1.5 Liaise and coordinate with external professionals and services, attending and contributing to:
  - Child protection conferences
  - Core group meetings
  - Reviews and school-led panels
  - Public Health and HCC information campaigns
1.6 Lead and support the Families First Assessment (FFA) and Team Around the Family (TAF) process, including:
  - Modelling the Key Worker role within CHEXS
  - Providing advice, guidance, and escalation support
  - Brokering TAFs where difficulties arise
  - Supporting early help pathways
1.7 Deliver interventions using the Protective Behaviours framework, including one-to-one and small group work tailored to family needs.
1.8 Ensure all school-based FSS sessions are delivered in a safe, designated, and pre-agreed space suitable for parental engagement.
1.9 Coordinate school allocations, timetables, staff workloads, and free session planning to ensure sustainability, equity, and administrative capacity.
1.10 Work closely with the COO to allocate new referrals, ensure safeguarding procedures are followed, and respond to priority or urgent cases.
1.11 Collaborate with the CYP Lead to co-deliver targeted interventions, share case insight, and ensure continuity between family and youth-facing support.
1.12 Maintain and regularly update lone working procedures, risk assessments, and service delivery protocols in line with CHEXS policies.
1.13 Encourage parental voice and involvement in shaping service delivery, including planning adult learning sessions, giving feedback, and participating in CHEXS events.

**2. People Leadership**

2.1 Supervise and support Family Support Workers, maintaining high standards and team wellbeing.
2.2 Deliver reflective supervision, support development, and ensure best practice in safeguarding.
2.3 Balance workload across the team using the updated school schedule and strategic priorities.
2.4 Support recruitment, onboarding, and professional development in line with CHEXS values.
2.5 Champion a collaborative and supportive team environment that aligns with CHEXS’ mission.

**3. Service and Strategic Development**

3.1 Be a member of the Senior Leadership Team (SLT), linking with other CHEXS services to identify needs and provide workforce development opportunities that support parents, children, and young people. This includes agreeing who needs to know what, and co-designing and co-delivering a calendar of varied service development activities to implement the CHEXS mission.
3.2 Comply with all SLT Processes & Procedures and any subsequent updates.
3.3 Contribute to the delivery of the CHEXS Strategic Plan by taking responsibility for relevant objectives.
3.4 Represent the Family Support Service within the CHEXS Trustee Steering Sub-Groups. These consist of active Trustees and senior staff, meeting at least four times a year to ensure the strategic plan is delivered on time and to specification.
  3.4.1 Use the “traffic light” method to support, review, and challenge delivery outcomes.
3.5 Contribute to ongoing service development by working alongside the CYP Lead and other appropriate staff to evaluate delivery and strengthen outcome reporting.
3.6 Represent CHEXS at external meetings and events, developing local partnerships and raising the charity’s profile.
3.7 Promote a culture of continuous performance improvement at both an individual and service-wide level.
3.8 Engage in training and development opportunities as agreed with the Senior Leadership Team to support professional growth and service quality.

**4. Children & Young People Support**

4.1 Provide flexible support to the Children and Young People (CYP) team when required, ensuring continuity of service across mentoring, enrichment activities, and group programmes.
4.2 Step in to deliver youth-facing sessions during staff absence or peak periods, contributing to the GROWTH Programme and reinforcing whole-family engagement.
4.3 Build positive relationships with young people through mentoring, role modelling, and participation in creative, outdoor, or school-based activities.

**5. Monitoring, Safeguarding & Evaluation**

### 5.1 Act as the Designated Safeguarding Person (DSP) for the Family Support team, providing advice, support, and escalation in line with CHEXS safeguarding procedures.5.2 Maintain accurate, timely, and GDPR-compliant case records across all FSS interventions, ensuring secure data handling and compliance with CHEXS policies.5.3 Coordinate and oversee Families First Assessments (FFA), early help processes, and TAF planning, supporting integrated pathways of support.5.4 Ensure the CHEXS CRM system is consistently updated with referral enrolments, contact logs, session outcomes, and evaluations.5.5 Monitor the quality and consistency of FSS delivery using service data, casework reviews, and impact reports to inform reflection, learning, and service development.5.6 Lead evaluation of key FSS activities—including Real Talk, peer support, workshops, and Family Craft sessions—ensuring outcomes are clearly measured and aligned with strategic priorities.5.7 Produce and contribute to timely evaluation reports for internal and external audiences, including the SLT, Trustees, school partners, and funders. This includes meeting set reporting deadlines for external funders such as National Lottery returns and other grant-based monitoring requirements.

### **6. Strategic & SLT Contribution**

6.1 Be an active and accountable member of the Senior Leadership Team (SLT), contributing to the delivery of CHEXS’ Strategic Plan and alignment with the five organisational outcomes.
6.2 Operate under the strategic leadership of the COO, contributing to operational decision-making, service development, and SLT priorities across the organisation.
6.3 Participate in SLT meetings when required, using the EOS Traction Agenda, including updating scorecards with current needs, emerging risks, solutions, and capacity gaps.
6.4 Identify and present “Hot Potatoes” for collective discussion and resolution, ensuring open, respectful communication in line with SLT culture.
6.5 Use the EOS framework (Vision, People, Data, Issues, Process, Traction) to guide team planning, accountability, and performance improvement.
6.6 Contribute to the co-design and delivery of the SLT calendar of workforce development opportunities across services.
6.7 Represent CHEXS in Trustee Steering Sub-Groups, providing written and verbal progress updates. Use the traffic light method to report against targets and milestones.
6.8 Take responsibility for delegated tasks as outlined in the SLT Delegation Framework, maintaining clear communication with the COO and fellow SLT members:
  6.8.1 Ensure delegated actions are aligned with service delivery goals
  6.8.2 Provide updates or reports as required based on delegation level (1–4)
  6.8.3 Escalate issues or bottlenecks at SLT meetings for resolution
6.9 Lead and support short-term project work where appropriate (e.g. workshops, bids, resource planning) with clarity around objectives, milestones, and impact.
6.10 Contribute to collective leadership of SLT culture by:
  - Modelling respectful, open dialogue and accountability
  - Upholding shared expectations of behaviour and communication
  - Championing cross-team collaboration and support
6.11 Communicate key SLT decisions and updates to your team through team meetings, supervisions, and operational forums—ensuring clarity, alignment, and follow-through.

**7. Partnership Working & Representation**

7.1 Build and maintain effective working relationships with schools, local authorities, and community services.
7.2 Represent the FSS team at multi-agency meetings, panels, and networking opportunities.
7.3 Deliver training on parenting, safeguarding, and engagement practices to staff and stakeholders.
7.4 Coordinate with schools to confirm logistical arrangements and dedicated space for delivery.
7.5 Promote the value of FSS through clear, consistent communication and participation in events.

**8. General**

8.1 Uphold CHEXS' charitable ethos of teamwork, flexibility, and community commitment—contributing to a culture where everyone steps in to meet the needs of the families and communities we serve.
8.2 Work flexibly, including some evenings and occasional weekends, to attend events, support families at critical times, or represent CHEXS at professional meetings and networking opportunities. Time off in lieu will be offered where appropriate.
8.3 Ensure compliance with all legal, ethical, regulatory, and social requirements relevant to the role.
8.4 Maintain confidentiality and handle sensitive information in accordance with GDPR and CHEXS safeguarding policies.
8.5 Promote and adhere to health and safety practices, conducting risk assessments where necessary and fostering a safe working environment.
8.6 Engage with CHEXS’ communication and social media platforms to share updates, promote activities, and highlight impact in line with brand guidelines.
8.7 Demonstrate professionalism and inclusive practice at all times, upholding CHEXS’ policies on equality, safeguarding, and conduct.
8.8 Contribute positively to the wider team and actively participate in supervision, training, and professional development.
8.9 Take responsibility for personal development and maintaining relevant knowledge, skills, and training.
8.10 Support the delivery of charity-led initiatives, campaigns, and events to promote CHEXS’ vision, mission, and values.
8.11 Travel to multiple delivery sites within and occasionally beyond the Broxbourne area as required.
8.12 Undertake other duties reasonably assigned by the COO, CEO, or Trustees that align with the strategic objectives of the charity.

**Equality, Diversity, and Inclusion**

CHEXS is committed to promoting equality of opportunity and creating an inclusive environment for staff, volunteers, and the families and communities we serve. We value diversity and actively oppose discrimination on any grounds, including but not limited to: age, disability, gender identity or expression, race, religion or belief, sex, sexual orientation, marital or civil partnership status, pregnancy or maternity, and socioeconomic background.

It is the responsibility of all employees and representatives of CHEXS to treat every individual with dignity and respect, and to uphold these values in every aspect of service delivery and workplace interaction. All staff will receive a full briefing on our Equality, Diversity & Inclusion Policy as part of induction.

The post holder must carry out their duties in line with CHEXS’ policies to prevent harassment, victimisation or discrimination. Any concerns should be appropriately challenged or reported.

**Disclosure and Barring Service (DBS)**

This role involves a high level of contact with children, young people, and potentially vulnerable adults. It is therefore exempt from the Rehabilitation of Offenders Act 1974. An enhanced DBS check will be required prior to appointment. CHEXS follows Safer Recruitment practices and is committed to safeguarding and promoting the welfare of children and vulnerable groups.

Full information about our vetting process will be provided to shortlisted candidates.

**Health and Safety**

All CHEXS employees are responsible for maintaining a safe working environment in line with our Health and Safety Policy. This includes:

* Taking reasonable care of your own health and safety and that of others affected by your work
* Complying with all health and safety procedures and instructions
* Cooperating fully with management to ensure compliance with the Health and Safety at Work etc. Act 1974 and related legislation
* Operating safe working practices in all settings, including school premises, community venues, and during outreach activities

Employees must report hazards, concerns, and incidents promptly through the appropriate channels to support a culture of safety and accountability.

**PERSON SPECIFICATION**

| **Criteria** | **Essential** | **Desirable** |
| --- | --- | --- |
| **Educational Qualification** |  |  |
| Relevant qualification in family support, social care, education or a related field (minimum Level 3 or equivalent experience) | ✅ |  |
| Educated to Level 4 or above in a related discipline |  | ✅ |
| **Experience** |  |  |
| Proven experience supporting children, young people and families in a community or educational setting | ✅ |  |
| Experience of supervising or managing a small team, including reflective supervision | ✅ |  |
| Experience supporting families with Special Educational Needs and Disabilities (SEND) |  | ✅ |
| Strong background in multi-agency working, including early help frameworks and TAF processes |  | ✅ |
| Experience of safeguarding practice and acting as a DSL/DSP | ✅ |  |
| Experience of delivering structured parenting workshops and group-based interventions | ✅ |  |
| Experience of using tools such as Protective Behaviours or similar trauma-informed frameworks | ✅ |  |
| Experience of working in the voluntary or education sector |  | ✅ |
| Experience of delivering or contributing to monitoring, evaluation, and service reports | ✅ |  |
| Experience of supporting the development or improvement of service processes or procedures |  | ✅ |
| **Knowledge** |  |  |
| Knowledge of current issues affecting families, including poverty, housing, and mental health | ✅ |  |
| Good understanding of safeguarding legislation and child protection frameworks | ✅ |  |
| Knowledge of data protection (GDPR) in relation to working with families and recording sensitive information | ✅ |  |
| Understanding of family support frameworks including Families First and Early Help |  | ✅ |
| Knowledge of monitoring and evaluation practices, including outcome tracking and impact reporting | ✅ |  |
| Familiarity with charity governance or public/voluntary sector service standards |  | ✅ |
| Understanding of CHEXS' vision, mission and how support services contribute to strategic goals |  | ✅ |
| **Skills & Values** |  |  |
| Ability to lead, support and motivate team members and volunteers | ✅ |  |
| Strong interpersonal, communication and advocacy skills | ✅ |  |
| Ability to manage time effectively and balance multiple priorities | ✅ |  |
| Ability to use professional judgement and escalate safeguarding concerns appropriately | ✅ |  |
| Ability to engage and build rapport with a wide range of stakeholders, including schools and parents | ✅ |  |
| Confidence using IT systems, including case management databases and Microsoft Office | ✅ |  |
| Proactive, solutions-focused mindset, with emotional resilience and reflective practice | ✅ |  |
| Ability to contribute to strategic and operational discussions in SLT | ✅ |  |
| Strong presentation and reporting skills | ✅ |  |
| **Circumstances** |  |  |
| Hold a valid driver’s license and access to a personal vehicle insured for business use | ✅ |  |
| Willingness to complete D1 training and drive the CHEXS minibus |  | ✅ |
| Capable of working autonomously and managing flexible working patterns | ✅ |  |
| Willing to work some evenings and occasional weekends as required | ✅ |  |
| Willing to attend and support charity residentials and events | ✅ |  |
| Commitment to the CHEXS ethos: working flexibly, supporting others, and adapting to meet family needs | ✅ |  |