

## 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 Worker Job and Person Specification

**Job Title:** Family Support Worker

**Working hours:** 37.5 hours per week with 25 days annual leave plus public holidays (33 days in total) Up to 5 days of annual leave can be taken during term time. The remaining 20 days are taken during school holidays.

We are open to consider term time plus 4 weeks for the right candidate if more suitable

**Salary:** FTE £28,517 – £32,794 depending on experience and qualifications

**Pension:** 6% employer contribution

**Term:** Permanent

**Start date:** Immediate start available but not essential

**Reports to:** Family Support Lead or Deputy Family Support Lead (as delegated)

**Location:** Based at Broxbourne office, with outreach in community and school settings

**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 and young people
4. Promote community collaboration and ownership
5. Ensure governance, sustainability, and strategic choice

## Purpose of the Role

As a Family Support Worker, you will deliver one-to-one and group-based support to families referred to the CHEXS Family Support Service (FSS).

You will help parents and carers strengthen relationships, improve communication, and address challenges such as mental health, housing, financial stress, or parenting difficulties.

Working under the direction of the Family Support Lead or Deputy Lead, you will contribute to the effective, safe and consistent delivery of family support services across partner schools and community settings. You will model CHEXS' values in every interaction — empowering families, promoting inclusion, and supporting early help pathways.

## **Line Management and Teamwork**

- You report to the Family Support Lead or Deputy Family Support Lead (as delegated).
- You work closely with FSS colleagues, CYP colleagues, volunteers, and partner agencies.

## **Key Areas**

1. Family Casework and Support
2. Group Work and Family Engagement
3. Service Development and Evaluation
4. Safeguarding and Partnership Working
5. General

## **Duties and Responsibilities**

### **1. Family Casework and Support**

- 1.1 Deliver structured one-to-one support for families facing challenges including parenting, relationships, finances, housing, and wellbeing.
- 1.2 Provide support through early help pathways, including Families First Assessments (FFA), Team Around the Family (TAF) meetings, and signposting to relevant services.
- 1.3 Support parents and carers to strengthen communication and manage behaviour using positive, trauma-informed approaches such as Protective Behaviours.
- 1.4 Maintain a flexible caseload across schools and community settings, ensuring delivery is equitable, person-centred, and solution-focused.
- 1.5 Promote the voice of parents and children in shaping support plans and evaluating services.
- 1.6 Work closely with schools, health, and community partners to ensure effective multi-agency collaboration.

### **2. Group Work and Family Engagement**

- 2.1 Co-deliver and support parenting and engagement sessions such as:
  - Real Talk peer sessions
  - Top Tips parenting workshops
  - Family Craft sessions and community events
- 2.2 Help plan and facilitate family learning or wellbeing sessions during term-time and holidays.
- 2.3 Champion the planning and delivery of inclusive family engagement services, contributing ideas for new parental or community initiatives in line with CHEXS' values.
- 2.4 Encourage families to take part in group sessions, feedback forums, and community activities to build confidence and belonging.

### **3. Service Development and Evaluation**

- 3.1 Work collaboratively with the Family Support Lead and Deputy Lead to identify needs and share learning from practice.
- 3.2 Participate in reflective supervision and training to enhance knowledge, skills, and professional development.
- 3.3 Provide accurate data, stories, and case studies to support funding bids, reporting, and

communications.

3.4 Contribute to service evaluation by collecting outcome data, family feedback, and measuring impact in line with CHEXS strategic outcomes.

3.5 Performance objectives will be set annually in alignment with CHEXS' EOS Rocks and operational priorities.

#### **4. Safeguarding and Partnership Working**

4.1 Follow CHEXS safeguarding policy and procedures at all times, recording and escalating concerns promptly to the Family Support Lead or Deputy (DDSL).

4.2 Contribute to safeguarding processes including FFA and TAF where required.

4.3 Ensure all records are accurate, timely, and GDPR-compliant within the CHEXS CRM system.

4.4 Maintain professional relationships with schools, statutory agencies, and voluntary sector partners.

4.5 Promote good communication between the Family Support and Children & Young People teams to support whole-family working.

4.6 All staff must complete safeguarding refresher training every 2 years.

#### **5. Entrepreneurial Operating System (EOS)**

5.1 Apply EOS rhythms in your daily work as directed by the Family Support Lead or Deputy Lead, including weekly priorities, simple scorecards and the IDS (Identify, Discuss, Solve) approach to problem-solving.

5.2 Follow documented processes and contribute to keeping them accurate and practical.

5.3 Use data and feedback to track progress and inform continuous service improvement.

#### **6. General**

6.1 Work flexibly, including evenings and occasional weekends, to support CHEXS projects, family sessions and events (Time off in lieu applies).

6.2 Ensure compliance with legal, ethical and organisational requirements, including Health & Safety, Equality and Data Protection.

6.3 Handle all information with confidentiality and integrity.

6.4 Participate actively in team meetings, supervision and training opportunities.

6.5 Uphold and promote CHEXS' mission, values and positive culture across all work.

6.6 Undertake any other duties reasonably assigned by the Family Support Lead, Deputy Lead, COO or Trustees that align with CHEXS' strategic objectives.

6.7 Family Support Workers may provide short-term operational cover across service areas during absence or peak periods.

#### **Equality, Diversity, and Inclusion**

CHEXS is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. It is a central responsibility of all staff, managers, and trustees to ensure that every individual we come into contact with is treated with dignity and respect.

The post holder's duties must at all times be carried out in compliance with the CHEXS Equality, Diversity & Inclusion Policy and other policies designed to protect employees or service users from harassment.

It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards service users or colleagues. The post holder should also counteract such practice or behaviour by challenging or reporting it.

## Disclosure and Barring Service (DBS)

This post is classed as having a high degree of contact with children and vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of CHEXS' pre-employment checks.

Full details will be provided to shortlisted candidates.

## Health and Safety

It is the duty of every employee to comply with CHEXS policies and, while at work, to take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions. Employees must:

- Operate safe working practices at all times in schools, community venues, and during outreach activities.
- Co-operate with management to enable the organisation's responsibilities under the Health and Safety at Work Act to be met.
- Report hazards, risks, and incidents promptly.

## PERSON SPECIFICATION

Qualities	Essential	Desirable
<b>Qualifications</b>	Level 2 'pass' in English and Maths  Qualification in family support, social care, education or related field	Educated to Level 3 or equivalent in family support, social care, education or a related field. Experience of working in a multi-agency environment promoting partnership working.
<b>Special Skills</b>	Relevant qualifications and/or experience working with parents. Broad understanding of family/children's/education agendas. Excellent negotiating skills. Able to work effectively as part of a team. Ability to research, analyse and present information to assess service development needs.	Working with partners (Level 3), Protective Behaviours (Level 1 or Intermediate)
<b>Experience</b>	Experience working with children, young people, and families in a support role. Able to engage and negotiate with professionals from a range of services.	Charity, education or local authority setting. Experience supporting families with SEND, drug/alcohol issues, Domestic violence awareness. Graded Care Profile training.
<b>Knowledge</b>	Understanding of issues affecting families including poverty, housing and mental health. Knowledge of safeguarding procedures.	Knowledge of Protective Behaviours or other trauma-informed approaches

	Awareness of GDPR and data protection. Understanding of Families First and Early Help intervention	Familiarity with outcome monitoring tools
<b>Skills</b>	Strong communication and rapport-building Organised and able to manage workload across schools Reflective, resilient, and emotionally intelligent	Confidence using case management systems Facilitation skills for group work Ability to escalate safeguarding or complex issues confidently
<b>IT Skills</b>	Proficient in Outlook (email and filing), Word (documents and mail merges), Excel (spreadsheets with formulas and charts), PowerPoint (presentations for various audiences).	Experience using bespoke databases or case management systems.
<b>Personal Attributes</b>	Adaptable and committed to CHEXS objectives. Strong communication and organisation skills. Able to work under pressure, prioritise tasks, use own initiative and meet deadlines. Reflective and flexible problem-solver.	
<b>Other</b>	Full UK driving licence and access to own car. Willing to work independently. Available for some late afternoons, evenings and occasional weekends for community events.  Alignment with CHEXS values and mission	Minibus (D1) licence or willingness to train. Willingness to attend charity events and support wider event commitments.