

Job Description: Family Support Worker

Location: Bromley and Greenwich	Hours: Full Time	Salary: £36,363 (Spinal point 25)
AIM	To provide both preventative and responsive and impactful practical and emotional support service that enhances the lived experiences of children and families. This will be achieved through the delivery of one-to-one and group work programmes for children up to the age of 13 and parents. The role involves working in partnership with local schools, health services, local authorities, and other agencies to ensure holistic and coordinated support that prioritises children's wellbeing and safety.	
ACCOUNTABILITY	The post holder will be line managed by the Head of Practice and is ultimately accountable to the Chief Executive of Welcare, who reports to the Trustees of Southwark Diocesan Welcare. The Chief Executive is responsible for ensuring the professional delivery of the service and the performance of the agreed duties.	
SPECIFIC CONDITIONS	The nature of the post will require hybrid working.	
GENERAL DUTIES	<ol style="list-style-type: none"> 1. In consultation with the Head of Practice, promote programmes of work and assist with the referral process, including assessing need, risk, and safeguarding concerns. 2. Hold a caseload of 48 families a year, delivering targeted whole-family interventions including domestic abuse recovery work. 3. Lead and facilitate an annual Domestic Abuse Recovery Toolkit, a group work programme supporting non-abusive parents, children, and young people who have experienced domestic abuse. 4. Safeguard the welfare of children, young people, and vulnerable adults, taking appropriate action when escalation is necessary and keeping the Head of Practice informed. 5. Provide practical and emotional support to families, including advocacy and signposting to specialist and universal services where appropriate. 6. Ensure the voices and views of children and young people are sought, heard, and represented appropriately. 7. Attend multi-agency meetings including CIN/CP conferences and act as lead professional where appropriate to support Team Around the Child/Family or Early Help Assessment (EHA). 8. Maintain accurate electronic case notes on Lamplight in line with Welcare's case recording policy. 9. Promote strength-based interventions using the Outcome Star model and regularly review action plans to reflect progress toward agreed goals. 	

	<ol style="list-style-type: none"> 10. Maintain a positive profile for Welcare with external agencies and ensure appropriate referrals are made. 11. Conduct assessment visits and direct work with service users in family homes, community or schools. 12. Develop knowledge of local resources and networks with statutory and voluntary agencies to enhance support for families. 13. Comply with Welcare's policies and procedures, including Safeguarding, Health & Safety, and Data Protection, to protect the welfare of all. 14. Work flexibly as required by the service and participate in meetings to support children and families. 15. Assist with Welcare communications, including social media and ensuring website content reflects current services.
ADMINISTRATION	<ol style="list-style-type: none"> 1. Provide case studies where appropriate for monitoring, publicity and fundraising in line with guidance from Welcare's Central Office team. 2. Assist the Head of Practice in the preparation of regular reports for funders on the progress and outcomes of the work undertaken.
TEAMWORK AND LIAISON	<ol style="list-style-type: none"> 1. Develop effective relationships with staff in local statutory, voluntary, education and health services, etc. 2. Participate in regular team meetings as required and full staff meetings.
SUPERVISION, TRAINING AND DEVELOPMENT	<ol style="list-style-type: none"> 1. Make constructive use of group/individual and reflective supervision from the Head of Practice. 2. Take responsibility for identifying personal and professional training needs including group work training as agreed with the Head of Practice. 3. Maintain a high standard of professional practice both within Welcare and in the wider multi-agency environment, including keeping up to date with standards of good practice and local developments for service provision. 4. Participate in and contribute to training programmes to increase knowledge, understanding and skills, making full use of local authority training opportunities.
BENEFITS OF WORKING FOR WELCARE	<ol style="list-style-type: none"> 1. Competitive salary linked to the NJC scales 2. 32 days annual leave (pro-rata for part-time staff) 3. The chance to make a difference in an unbureaucratic environment 4. Pension contribution 5. Employee Assistance Programme 6. Training and continual professional development 7. Individual and group learning opportunities
DATE CREATED	April 2026
JD REFERENCE	JD PS FSW (Full-time) April 2026

SEE PERSON SPECIFICATION BELOW

**PERSON SPECIFICATION
ATTAINMENTS AND EXPERIENCE**

ESSENTIAL

- Experience of safeguarding and the escalation processes
- Recognised qualification in childcare, social work, social care, counselling, youth work or education
- Experience of leading and facilitating group work
- Experience of working with children and families, demonstrating a clear understanding of the range of issues that impact on children and young people's lives
- Experience of child engagement, child's voice work, and ensuring they remain at the centre of interventions
- Knowledge and understanding of families from a range of cultures and communities
- Ability to chair meetings such as the Team Around the Family (TAF) or professionals' meetings

DESIRABLE

- Knowledge of current childcare legislation and legislation relating to disabilities
- Experience of working with people from diverse cultures and ethnic backgrounds
- Experience working with children or families who have experienced domestic abuse
- Domestic Abuse Recovery Toolkit training and experience
- Experience of family outreach work including home visiting
- Experience carrying out evidence-based assessments of needs, strengths and of risk and using these to produce outcome-focused plans that are reviewed and updated appropriately

SKILLS

ESSENTIAL

- Good digital and communication skills, including written and oral reporting skills
- Creative approach to problem-solving
- Skilled in recognising and responding to children's needs
- Good listener
- Networking skills
- Good interpersonal/counselling skills
- Willingness and ability to reflect on own practice to enable professional development and improve relationships with and outcomes for service users.

DESIRABLE

- Ability to prepare monitoring information
- Good understanding of child and family relationships

PERSONALITY

ESSENTIAL

- Practical
- Sensitivity to children who are isolated and have been exposed to domestic abuse
- Able to work on own initiative and as part of a team

DESIRABLE

<ul style="list-style-type: none"> • Ability to empathise • A non-judgemental attitude and positive approach • Ability to build relationships with a wide range of service users from different cultures • Able to engage with hard to reach families 	
CIRCUMSTANCES	
ESSENTIAL <ul style="list-style-type: none"> • Available to lead courses for one evening per week. 	DESIRABLE <ul style="list-style-type: none"> • Ability to facilitate groups online
WORK INTERESTS	
ESSENTIAL <ul style="list-style-type: none"> • Commitment to providing good quality services to families • Commitment to working in partnership with families and service users • Interest in co-working in multi-agency partnerships 	DESIRABLE
WORK ATTITUDES	
ESSENTIAL <ul style="list-style-type: none"> • Reliable and consistent • Flexible • Commitment to anti-discriminatory/ diversity working practices • Commitment to working in partnership with families and service users • Commitment to contributing to team work • Commitment to confidentiality. • Empathy with Welcare's Christian Value Base 	DESIRABLE