



Job description			
Job title	Family Support Worker		
Grade	Grade G / SCP 19-22		
Directorate	Children and Young People		
Service/team	Edge of Care and Prevention and Intervention		
Accountable to	0-18 Senior Practice Lead		
Responsible for	NA		
JE Reference		Date Reviewed	24.9.26

Purpose of the Job

To work as a member of the Knowsley Family Support service delivering targeted, tiered and co-ordinated interventions to families with a range of interacting needs.

These will include effective parenting skills, relationship breakdown, family dynamics; emotional health and well-being, sexual health and self-esteem. Support will also be offered to children and parents to tackle issues such as poor school attendance and exclusion, risk-taking behaviour including crime, anti-social behaviour and employability.

Support to children and young people will largely be delivered via direct work sessions in the family home, school and community venue's. Sessions will include safety planning, stay safe work, creative tools to gain the 'voice of the child' and their 'lived experience'.

The Family Support Worker may also deliver a variety of individual and group-based interventions to children and families, which will help move them forward, raising their aspirations and belief in their capacity to change their own lives.

The Family Support worker will be supporting children and families with family time.



Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

To act with persistence, assertiveness and creativity in order to engage challenging, 'hard to reach' families with multiple needs which may impact negatively on outcomes for children, adults and the family as a whole.

To undertake direct work with individual children, young people and parents to find practical solutions to a range of issues. This may involve assisting with school attendance, home routines or other practical aspects of family life.

To contribute towards family based assessments and other appropriate assessments.

To contribute towards the development of an 'outcome-focussed' intervention support plan to meet the identified needs of children young people and their families.

To have a good understanding of risk and be able to respond appropriately to incidents relating to child protection and safeguarding and maintain client confidentiality and information sharing protocols.

To ensure that children, young people and families are fully involved in planning and decision making and are consulted about the project's work and supported to represent their views.

Support young people and families in achieving accredited outcomes through frameworks such as ASDAN, NOCN, Youth Achievement Awards, Family Learning and making progress to work.

Provide group-work interventions to young people on a range of issues such as sexual health, substance misuse, crime and disorder and equality and diversity.

To contribute to the protection of the public and the safeguarding of children and young people, taking particular account of policy and procedures on the support and management of young people who are vulnerable or present a risk of harm to others.

To maintain accurate, quality and timely records on the Early Help Module and actively support the audit process and use analysed findings to improve future practice.

To work flexibly to meet the needs of the service. This will encompass some early mornings, evenings and weekend work which may take place in service-users homes.



Support and deliver a range of Restorative Practices with young people, families and communities in various settings including schools.

To work flexibly across the Borough at times dictated by business needs which will include some afterschool delivery of sessions.

Ensure that the Family First Service information systems are maintained and updated as policy and procedure dictate.

Promote a “Think Family” approach in work with clients and colleagues to ensure family needs are not overlooked and family strengths are enhanced to provide effective responses to identified need.

Engage young people and their families in constructive, positive activities and learning/developmental opportunities.

To undertake personal learning and development to address identified learning and development needs of the post holder and the service.

To carry out all responsibilities with due regard for Knowsley Council’s equality and diversity policies and procedures.

Actively contribute to the gathering of information from service users and partner agencies to evaluate service delivery and provide evidence of performance against service objectives and inform future service delivery.

To undertake any other duties commensurate with the grading of this post, as required by the Executive Director for Children or their delegated Officer.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are cared experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.