

Job Description & Person Specification

Position: Family Support Worker

Reports To: Family Support Team Manager

Salary Range: £33,525 to £37,249 (£20,115 to £22,349)

Contract: Permanent

Hours Per week: 18

DBS: Enhanced (Child and Adult)

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

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| <p>Kindness</p> <p>We create an environment where everyone can thrive.</p> <p>Our behaviours: Empathy – We understand diverse perspectives and experiences. Compassion – We are considerate of others and are generous with our time. Supportive – We build and maintain positive relationships.</p>  | <p>Respect</p> <p>We respect people’s human rights and act with integrity.</p> <p>Our behaviours: Dignity – We value and respect people, recognising their right to choice. Integrity – We do the right thing even though no one may be watching. Fairness – We treat others how we would wish to be treated ourselves.</p>  | <p>Belonging</p> <p>We pride ourselves on being a Norwood Family.</p> <p>Our behaviours: Trust – We build a safe environment for people to flourish. Inclusivity – We value difference and celebrate diverse voices. Collaboration – We connect with others to form a positive community.</p>  | <p>Empowerment</p> <p>We enable people to reach their potential.</p> <p>Our behaviours: Accountability – We make a positive impact and get things done, owning our actions and decisions. Innovation – We encourage people to be curious. Ambition – We strive for success in everything we do.</p>  |
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In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood’s intranet.

Role Summary

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

Key Accountabilities

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/carer 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) will be expected in order to deliver particular courses and 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.

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- 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

Person Specification

| | Essential | Desirable | Evidence |
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| Qualification(s) | - NVQ Level 3 or equivalent qualification | - Play/youth work qualifications | Cover Letter / CV / Onboarding |

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| | | - Qualified facilitator/demonstratable experience in delivering | |
| Experience | <ul style="list-style-type: none"> - Experience/knowledge of the challenges facing neurodiverse children, young people and their families. - Experience in safeguarding children, data protection, equal opportunities and diversity legislation and best practice - Working with neurodiverse children, young people and those transitioning into adulthood. - Early Years and/or Youth work and/ or Family Support Settings | - Lived experience as a parent or carer of a neurodiverse child | CV / Interview / Onboarding |
| Knowledge & Training | <ul style="list-style-type: none"> - Knowledge of neurodiversity and neurodevelopmental disability and how families can support their children at different life stages. - Knowledge/awareness of reasonable adjustments, strategies and supportive mechanisms to meet the needs of neurodiverse children and young people. | <ul style="list-style-type: none"> - A working knowledge and understanding of providing services within a cultural and religious context to Jewish families. - Knowledge of SEND/Social Care Legislation - Accredited NVR facilitator | Cover Letter / CV / Interview |

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| <p>Skills & Abilities</p> | <ul style="list-style-type: none"> - Ability to provide reliable support to parent/carers and to act with integrity - Clear communication skills and an ability to represent Norwood internally and externally. - Strong organisational skills, with an ability to manage a diverse workload with competing demands - Ability to plan programmes and facilitate groups to meet the needs of neurodiverse children and young people - Good oral and written skills and the ability to write and present clear and comprehensive reports. - Ability to monitor and evaluate work - Ability to develop relationships with relevant statutory and voluntary sector bodies. - Confident and skilled in computer software | <p>Counselling or coaching skills</p> | <p>CV/Interview</p> |
| <p>Personal Qualities & Attributes</p> | <ul style="list-style-type: none"> - Ability to work well as a member of a team and on own initiative. - Ability to uphold and maintain strict confidentiality in all aspects of work. | | <p>Cover Letter / CV / Interview</p> |

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| | <ul style="list-style-type: none">- Able to provide flexible and responsive services some out of hours work (e.g. evening and weekends) may be required to de | | |
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All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.