



Job Description	
Job Title: Family Support Worker	Section: Family Support
Work Location: Cheltenham and Tewkesbury	Grade: 7
Reporting to: Locality Lead	Reporting to Job Holder: Students & Volunteers on occasion.
Date of issue: August 2026	
Job Purpose: - To realise Aspire Foundation's vision that children, families and communities are supported to <i>aspire and achieve</i>. - To make a vital contribution to the direct delivery of a high-quality targeted family support service for families with children aged 0 - 11 years old across Cheltenham and Tewkesbury localities. - Family Support Workers are part of the Family Support team and will work across the localities of Cheltenham and Tewkesbury providing a high-quality targeted family support service to children aged 0-11 and their families to ensure that all children get the best possible start in life. - There is a requirement to work across all Aspire operated sites plus a variety of community spaces and within families' homes across all localities to provide services to families with young children aged 0 - 11 years to improve outcomes as set out in the Foundations business plan and which deliver high quality provision as benchmarked against Gloucestershire Family Support Service Standards matrix (2016). - Working as part of a team to help carry out programmes of intervention to improve parenting, resolve issues and improve functioning in families. Participating in a multi-disciplinary approach to working with families and co-ordinate partnerships and services to meet the needs of families.	
Context in which Aspire Foundation Jobs are carried out: Currently the Foundation delivers services from Children and Family Centres across Cheltenham and Tewkesbury. Staff are required to work as a single team according to service area and be prepared to work flexibly across all sites operated by Aspire Foundation as the need arises.	
Key Responsibilities:	
1.	Work alongside Gloucestershire County and District Councils teams, Independent Agencies, local partnerships and the voluntary sector to support and implement the countywide Early Help offer.
2.	Recognising signs and symptoms of non-accidental injury, neglect, sexual, physical or emotional abuse and take appropriate action as stated by the safeguarding children's board and Aspire Foundations policies.
3.	Recognise symptoms and signs of domestic abuse, honour-based violence, FGM and sexual exploitation and taking appropriate action to safeguard children and families. Respond to risk and ensure that appropriate actions are taken to safeguard children and families.

4.	Under guidance from the Locality Lead support and implement effective work schedules for home visits, group work and community and professional liaison and outreach to provide support and services in the most time effective way.	
5.	Communicating effectively within and across teams and engaging with appropriate stakeholders /agencies to enhance service delivery and improve outcomes for children and their families.	
6.	Working under the guidance of the Area Safeguarding and Triage Lead, provide support and work with families on the Foundations “waiting list” to ensure families are supported whilst waiting for a worker to be allocated and risks are managed in an effective way and reduced as far as is possible.	
7.	Undertaking administration necessary for effective job performance and maintain accurate and appropriate records in line with the Aspire Foundations policies and in accordance with set deadlines.	
8.	Use information technology and ensure that both computer and manual records are maintained in a timely and accurate manner. Take personal responsibility for maintaining Aspire Foundation standards of confidentiality and ensure GDPR compliance.	
9.	Contribute to planning, delivering and evaluating group work with children, parents/carers or both as part of the Foundations approach to delivering Targeted Family Support and Level 2+ universal provision.	
10.	Working in partnership with parents/families and other professionals to support, empower and challenge parents to identify ways in which difficulties may be overcome which respects family’s rights to make their own choices and keeps children’s welfare at the forefront. Signposting parents to a range of services available within localities.	
11.	Facilitating good working relationships to ensure integration with other relevant initiatives and organisations including Health, Social Care, Families First +, Schools, local authorities and VCS providers	
12.	To lead on the use of My Plan Plus and outcome star as assessment tools to identify needs and plan an appropriate and clear outcome-focussed plan that includes the views of the family. As Lead Professional, to use a range of assessment tools and appropriate interventions to meet need and evaluate outcomes, ensuring relevant services are engaged as appropriate.	
13.	To deliver a range of parenting support and assessment interventions. Including evidence-based parenting/ specialist support programmes.	
14.	Participating in regular supervision sessions, team meetings and other relevant meetings as required.	
15.	Demonstrating continuous professional development through keeping and updating a portfolio of training and CPD undertaken.	
16.	Undertaking such other duties related to the work of the Aspire Foundation as may be assigned which are consistent with the nature of the job and its level of responsibility.	
17.	To participate in and contribute to in-house and inter-agency training.	
18.	Represent the Aspire Foundation at key meetings e.g., the Core group meetings and case conferences to ensure the best outcomes for children.	
19.	To be able to evidence Aspires values at all times:	
	Respect <i>“We value, accept, listen and support everyone”</i>	Integrity <i>“We are honest, dependable and accountable for our actions”</i>
	Collaboration <i>“We believe in the power of working together”</i>	Excellence <i>“We strive to do our best through innovation & learning”</i>

20.	Equality, Diversity and Inclusion Assist in the implementation of Aspire Foundation equal opportunities objectives with particular reference to any targets/positive actions set out in the Fairness and Diversity Strategy & Equalities Act 2010.
21.	Safeguarding To apply good safeguarding practice at all times and ensure that those policies and procedures are followed and that safeguarding training is undertaken when requested and to keep knowledge and practice up to date.
22.	Health and Safety To ensure a high priority is given to the management of health and safety; that all legal responsibilities are met by carrying out risk assessments and taking appropriate action as requested. To take a pro-active approach in ensuring personal health and safety is considered at all times and not to act in a way that puts anyone at unnecessary risk.
23.	Special Conditions • This post will involve lone working, face to face with families in their own homes (as well as working in children and family centres, schools and other settings that children attend). • This post will involve visiting families at home where there may be exposure to secondary smoking, poor hygiene standards, substance misuse equipment and animals. • Exposure to distressing and emotional circumstances e.g., domestic violence, child protection situations, bereavement, disability, mental health issues, abusive and non-co-operative families who do not wish to engage with services. • The post holder will be required to travel across the localities therefore will need to have appropriate means of transport and business insurance to carry out their duties. • The post will involve work out of normal office hours to include evenings and weekends. • Enhanced DBS check required.
24.	Principal Contacts • Children and families. • Senior Management Team. • Children and Family Centre staff, Health, Social Care, Children and young people's professionals and the local community. • Private, voluntary and independent provider organisations and local government agencies.

PERSON SPECIFICATION		
Job Title: Family Support Worker		Grade: 7
Aspire Foundation: Family Support		Date updated: August 2026
ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications / Training	- Minimum of Level 4 Qualification or equivalent in childcare, education, health and social care (or related subject) or Level 3 Qualification in the above or equivalent with an expectation to work towards a Level 4 - Willingness to undertake other training appropriate to the role. - Evidence of continuous professional development. - Child Protection Training.	Degree or equivalent in early years/community support or similar subject
Experience	- Two years' experience of working with children and families. - Undertaking one to one work within the community. - Experience of multi-agency working.	- Experience of community work. - Experience of assessment work
Knowledge/ Skills and Abilities	- Good organisational skills. - Good interpersonal skills. - Able to support the work of the team flexibly in delivering services. - Good communication skills – oral and written. - One to one work. - Group work planning and evaluation with children and families. - Assessment of children's needs and use of the My Plan Plus. - Ability to think about the wider perspective in order to achieve agreed objectives. - Knowledge of parenting support interventions. - Knowledge of domestic violence, substance misuse, mental health issues. - Knowledge of child development and Infant mental health. - Knowledge and delivery of parenting support/programmes.	- Experience of undertaking family assessments. - Knowledge of the purpose and scope of statutory and voluntary organisations that deliver services to children and families. - Counselling skills
Technical Skills	ICT literate and computer skills.	Experience of 'Liquid Logic'/EHM

ATTRIBUTES	ESSENTIAL	DESIRABLE
Personal Behavioural attributes	• Self-motivated and able to work under pressure. • Able to work independently. • Flexible and adaptable. • Commitment to equality of opportunity. • Confident approach. • Willingness to undertake training to acquire new skills. • Approachable/resilience. • Proactive. • Professional. • Full Driving Licence with business insurance.	