



Family Support Worker

Canopi, 82 Tanner Street, London, SE1
3GN

info@up.org.uk
hr@up.org.uk
www.up.org.uk

Candidate Pack 2025

Welcome

Thank you for your interest in joining our team at Unlocking Potential as our **Family Support Worker**.

We are a charity with ambitious plans to grow and expand our services, and we are committed to being a great place to work where everyone is valued and has the opportunity to thrive.

Our charity-wide culture is trauma-responsive and therapeutically-minded, creating a collaborative and supportive team, passionate about supporting children and young people with SEMH needs.

Strong social, emotional and mental health is key to leading a happy, fulfilled and independent life, and as a charity we deliver high performing therapeutic programmes and education provision for children and young people with SEMH needs. We work in collaboration with families, communities, and other partners to ensure that we can help children and young people tackle SEMH needs to unlock their full potential and thrive in all aspects of their lives.

Please spend some time reading through this pack, which will give you an insight into our work, our approach, and this rewarding role. We hope that the information provided will help you to determine whether this exciting opportunity is a good fit for you.



Our charity



The role JD



Our team



Selection Process



Our Family Support Service



Working for UP



You can find out more about our work by reviewing our:

- Charity **website**
- School **website**
- Annual **report**
- Impact **report**

You are also very welcome to reach out for an informal conversation about the role by contacting: hr@up.org.uk. If you believe you could bring your skills and experience to make a valuable contribution to our charity, then we would love to receive your application.

Wishing you every success!



A handwritten signature in black ink.

Cassie Oakeshott
CEO and Clinical Director

Mission:

Unlocking Potential has a mission to: *“Work collaboratively with communities to enable children and young people with social, emotional and mental health (SEMH) needs to unlock their full potential.”*

What we do:

Our services combine best practice from the fields of education and clinical excellence to ensure that every child can excel:

- We opened our independent school in 2018 where we support primary school aged children who have SEMH needs through multi-disciplinary education and therapeutic provision.
- We deliver outreach via our UPLifting children programme to schools who have a significant number of children with SEMH, through psychotherapy, occupational therapy, speech & language therapy and work with parents.
- We are establishing a new Family Support Work service to provide practical and emotional support to families facing a range of challenges. This service will play a key role in improving outcomes for children and young people.



“We are committed to breaking the negative cycles which can limit children’s life chances and to ensuring that all children can make excellent progress.”

Our Values:

Trust

We build trust by being honest, transparent, and accountable in the way we work with children and young people, staff, and partners and by providing services and programmes whose outcomes are measurable and evidenced based.

Collaborative

Relationships are at the heart of our work. We prioritise communication and collaboration with partners, families, and communities, believing that by working together we create more effective and holistic outcomes for children and young people.

Empowering

We co-create opportunities for our children, young people, parents/carers and staff to actively

participate in decision-making that influences change. We promote the voices of children and young people in our organisation and the wider community.

Nurturing

We provide a nurturing approach based on safety and space for creativity, exploration, and growth. We support and care for our children, young people, and staff to realise their potential.

Impact

We are committed to measuring our impact through a data driven method to develop our programmes and make a greater difference to the lives of children, young people, and their parents and carers.

Our Team

Our team is utterly committed to transforming life chances of children, ensuring that they have opportunities to thrive.

You will work alongside an experienced, energetic and innovative team of charity colleagues who are working together to develop high-quality support and solutions for some of the most challenging needs that children face.

The Family Support team consists of the Family Support Service Manager and three Family Support Workers. You would also connect regularly with colleagues across the UPLifting Children programme and attend programme and charity wide team meetings.

Trustees and Education Committee

We have an experienced and dedicated board of Trustees who volunteer their time and expertise.

- Stuart Roden (Chair)
- Brian Linden (Vice – Chair)
- William de Winton (Treasurer)
- Carrie Herbert (Education Committee Chair)
- Jonathan Clark (Safeguarding)
- Andy Cook
- Dolyanna Mordohai
- Tatiana Amory
- Thomas Bible



Message from Chair of Trustees



“When we founded Unlocking Potential in 2015, we did so with a passion to transform the life chances of children and young people with SEMH needs.

We recognise that we can only provide transformational opportunities for children if they know that we care about them and believe in their potential to succeed.

As we look to increase our impact and reach in the coming years, we will keep the children, young people, and their family’s needs at the heart of what we do.”

Stuart Roden

Our Family Support Programme

We will be launching our new programme from September 2025, initially as a pilot working with families across Wandsworth, with aims to be able to expand and continue the service beyond this.

This service will offer flexible, relationship-based support to families facing a range of challenges, helping them navigate systems, strengthen protective factors, and improve outcomes for children. Operating across extended hours, the service will be accessible and responsive, with a strong focus on early intervention, collaboration, and building trust with families.

The role

Family Support Worker Job Description

Hours:	Full-time: 5 days (37.5 hours) per week Including some evening and weekend work on a rota basis to meet the needs of the service.
Contract:	Fixed-Term contract initially until August 2026. Potential to extend on a rolling annual basis for a further 2 years.
Location:	Hybrid: UP's London Bridge Head Office (<i>for meetings, team days and training etc.</i>), travel across Wandsworth as required (and London as the service develops), some remote working
Salary:	Circa. £25,000 - £35,000 per annum (<i>dependent on experience, skills & qualification</i>)
Manager:	Family Support Service Manager

Overview

We are looking for skilled and compassionate Family Support Workers to join our new Family Support Service, supporting families initially across our partner schools in Wandsworth (with the aim of expanding the service beyond this over time). This is a unique opportunity to be part of an innovative early help service from the outset, working within a small, dynamic team to make a tangible difference to the lives of children and their families.

As a Family Support Worker, you will deliver flexible, hands-on, and therapeutically minded support to families facing multiple and complex challenges. You will build trusted relationships through home visits, school meetings, and practical support—empowering parents and carers to strengthen routines, manage behaviour, improve attendance, and access services. Your role will be guided by detailed needs assessments and focused on achieving meaningful outcomes with each family.

Working closely with schools, health and social care professionals, and other local partners, you will contribute to effective, joined-up support for families. Using a restorative approach, you will help build resilience and give families the tools they need to make informed decisions and sustain positive change.

This role is ideally suited to someone with experience working in early help, family support, or community-based roles. You will be confident working independently in family homes, committed to safeguarding, and motivated by making a real difference in children's lives. You'll also benefit from high-quality supervision, therapeutic reflective practice, and a supportive team culture that values learning, collaboration and compassion.

Duties and Responsibilities

The below list of responsibilities is a guide of how you will contribute and add value to UP's work within this role:

Assessment and Planning

- Complete comprehensive assessments using UP's internal FSW assessment framework
- Develop, review and update support plans in collaboration with families
- Monitor risks and respond to emerging concerns in a timely and appropriate way, escalating to the Family Support Service Manager as appropriate
- Participate in regular case review meetings and contribute to team case discussions

Direct Work with Families

- Carry out support visits tailored to identified family needs - home-based, community-based, via phone and online
- Deliver intensive, practical and emotional support to families facing a range of challenges (including difficulties with parenting routines and boundaries, school attendance issues, poor housing conditions, financial hardship, mental health concerns)
- Help families set goals and create action plans that are strengths-based and achievable
- Build trusting relationships with parents and children to support positive change
- Signpost and support parents to access other services and advocate on their behalf where necessary

Recording and Outcome Measurement

- Maintain accurate and timely records using UP's case management system, ensuring confidentiality and compliance with data protection standards
- Collect and track outcome data including, but not limited to, Goal Based Outcomes, wellbeing measures, school attendance, parent and teacher survey data

Safeguarding and Risk Management

- Contribute to a culture of safeguarding awareness, safe lone working and effective risk management
- Maintain professional boundaries and work in a way that promotes independence, ensuring families are empowered and receive support that is ethical, safe, and trauma-informed
- Identify and respond to safeguarding concerns

Partnership Working

- Liaise effectively with schools, social workers, GPs, housing teams and other professionals
- Attend and contribute to multi-agency meetings (e.g. TAFs, CIN reviews)
- Support UP to network and build and maintain strong local connections with relevant services and partners
- Champion the voice of the family and ensure they are fully involved in support decisions

General

- Undertake any other duties compatible with the level and nature of the post and/or reasonably required
- Work effectively and collaboratively as part of the wider charity team, participating in meetings and contributing to training programmes

- Work with internal and external colleagues to promote/celebrate the work of Unlocking Potential (e.g. connecting with stakeholders/other interested parties, contributing case studies / social media content etc.)
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development
- Adhere to UP's policies and procedures at all times

Person Specification

Qualifications / Knowledge	<ul style="list-style-type: none"> • A minimum of a Level 3 qualification in health and social care, childcare, or a related field (or equivalent experience) • Knowledge of trauma-informed practice or therapeutic approaches • Knowledge of local community resources and support networks (in Wandsworth desirable) • An understanding of family dynamics and child development, and how parenting styles affect the development of a child • Knowledge of issues affecting families e.g. domestic abuse, mental health, substance abuse, SEND or social circumstances
Experience	<ul style="list-style-type: none"> • Working with vulnerable children and families in a relevant role • Signposting and supporting families to access a wide range of interventions and services • Providing parenting guidance/support and improving parents/carers confidence and skills (incl. e.g. delivering evidence-based parenting interventions) Using a case management system to record support work and monitor outcomes • Using outcome measurement tools such as the Family Star Plus or GBOs • Identifying needs using an assessment framework • Experience working in (or with) schools or local authority early help services
Skills / Abilities	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent time management, organisation, planning and prioritisation skills • Strong IT skills including Microsoft packages and Outlook • Strong relationship building skills, maintaining professionalism and trust • Ability to have challenging conversations effectively, with compassion and kindness • Ability to carry out duties as a 'lone worker' following processes, risk assessments and emergency protocols • Ability to work in a variety of settings with culturally and socially diverse families and communities
Qualities / Attributes	<ul style="list-style-type: none"> • Personal and professional integrity, reliable, high levels of confidentiality and discretion • Manages sensitive situations with empathy and professionalism • Proactive and resourceful, solutions-focused, and a hands-on attitude • Team player - works collaboratively and flexibly • Reflective and learns from past experiences, able to give and receive effective feedback, and able to improve personal performance • Resilient and able to work under pressure and effectively manage wellbeing in a busy/changing environment • Commitment to equality, diversity and inclusion
Child Protection / Safeguarding	<ul style="list-style-type: none"> • Experience of identifying and responding appropriately to complex safeguarding concerns

	<ul style="list-style-type: none"> • Demonstrate knowledge and attitudes to contribute to the effective safeguarding and welfare of children • Ability to follow and promote UP's safeguarding policy/process • Complete commitment to the safety and welfare of children and vulnerable adults with complex needs
General	<ul style="list-style-type: none"> • Ability to travel across London (e.g. to carry out home visits, attend appointments, join meetings/trainings etc) • Ability to work flexible hours and on a rota to meet the needs of the service

UP's Selection Process

Our selection process is designed to ensure that we select the most suitable person for the job in respect of skills, experience and qualifications, in addition to alignment with our charity's mission and values.

We want you to have everything you need to make an informed application, if something is unclear, you would like more information, or if you require any reasonable adjustments at any stage of the application process, then please get in touch: hr@up.org.uk



How to apply:

In line with safer recruitment practices, to apply for this role please complete an application form by following the link on our online recruitment portal: www.up.org.uk/aboutus/work-with-us.

As part of the application, you will be asked to upload your CV and a personal statement which should clearly demonstrate (giving relevant examples) how you meet the requirements of the person specification. The criteria set out in the person specification forms the basis of the selection decision and enables the shortlisting panel to ensure objectivity. We look forward to hearing more about your experience and your interest in working with us!

Closing date:

Applications will be reviewed and interviews arranged on a rolling basis. Please don't delay submitting your application! We will keep you updated on your application by email, and will let you know about anything you will need to prepare if you are shortlisted.

Interview Process:

The interview will consist of:

- Competency based interviews, we will ask questions to explore your skills and experience, and you will also have a chance to ask us questions
- Tasks based on the key competencies of the role

Further information will be provided ahead of time to support you in preparing for the interview stage, and if you have any questions, please let us know.

Safeguarding:

We are committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and we expect all staff to share this commitment. We follow safer recruitment practices including (but not limited

to); online checks at interview stage; an Enhanced Disclosure and Barring Service check; satisfactory references; a medical check; proof of qualifications and right to work in the UK. It's a criminal offence for a person to apply to work with a group from which they have been barred from working.

Working For UP

Equality and Diversity:

Our children and families and staff come from a wide range of backgrounds, and we value the unique contribution that each individual can bring to UP.

We have a diverse and inclusive team, and we strongly believe that this is vital to our work.

UP is committed to equality of opportunity for all employees and promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit.

As a charity we have EDI representatives and achieve our EDI objectives through an annual strategy.

We welcome applications from all sectors of the community, and we do not discriminate against any applicants on the basis of any protected characteristics. We ensure that candidates and employees are treated solely on the basis of their merits, abilities and potential.

Benefits of working for UP:

Delivering our mission would not be possible without our talented and passionate team, we are committed to ensuring UP is a great place to work and offer a range of employee benefits, and prioritise a culture of collaboration and having fun together:

- A competitive salary that is commensurate with our sector
- Funding towards professional membership fees (for relevant roles)
- Funding towards supervision (for relevant roles)
- A range of employee benefits (*please see below*)
- Opportunities for your professional development and to continue to develop your skills through ongoing CPD
- Strong networks and access to key leaders
- Supportive approach to employee Health and Wellbeing and work-life balance, including a dedicated Employee Assistance Programme, internal Mental Health First Aiders and wellbeing focused employee benefits
- A leadership team that regularly invites and values feedback, suggestions and ideas
- People objectives and initiatives that are guided by our annual employee engagement survey
- Commitment and pro-active approach to an inclusive and welcoming working environment
- Commitment to working in a Trauma Informed way across the school and charity
- A committed, experienced and involved Leadership Team and Board of Trustees



- Supportive and effective central shared services (Finance, HR, IT, Health & Safety, Data & Impact, Safeguarding, Fundraising, Marketing etc.)
- Regular opportunities throughout the year to socialise and meet together as a wider charity team

UP Employee Benefits

Financial

Pension: Nest Scheme

Pay Reviews: Discretionary annual pay reviews

Life Assurance: x3 annual basic salary

Income Protection: 50% of basic salary paid, up to 3-years, for absences of 8+ weeks due to illness/injury

Sickness Absence: Enhanced sick pay

Travel Scheme: Annual season ticket loan

Cycle Scheme: Loan to purchase a bike / equipment (interest free)

Professional Registration: Funding towards professional fees

Clinical Supervision: Funding contribution for relevant roles

Financial Advice Line: e.g. mortgages, debts, money management etc.

Wellbeing

Health Cash Plan: Claim back against health expenses (e.g. dental, eye care, prescriptions, range of services). Discounts on gym memberships

Smart Health: 24/7 GP support line, remote appointments, medical second opinions, fitness & health & nutrition expert support

Employee Assistance Programme (EAP): 24/7 support line, counselling sessions, range of advice & guidance for life in & out of work

Mental Health First Aiders: Available as an internal support to all employees

Tell Jane: Confidential bullying, harassment & discrimination support line

Staff Events: Festive & Summer Socials, All Staff Days etc.

Family

Family Leave (Maternity, Adoption, Shared Parental): 16 weeks enhanced full pay

Partner Support Leave: 2 paid weeks & 2 paid appointments

Fertility Treatment Leave: 5 paid days (pro-rata)

Emergency Dependent Leave: 5 paid discretionary days (pro-rata)

Unpaid parental leave: Up to 18-weeks unpaid leave

Flexible Working: UP seek to accommodate part-time / flexible working where possible for appropriate roles

Family Advice line (UP's EAP service): A range of advice from childcare to elderly dependents, to relationships

Parental Bereavement Leave: 2 weeks paid leave

Other

Annual Leave: 25 days leave + 8 bank-holidays (pro-rata, paid for TT staff)

Festive Closure: Discretionary 3-days (pro-rata) in December

Celebrations: Life Events & Work Anniversaries

Moving Home: 1 day (one instance pp)

Compassionate Leave: Up to 5 days paid leave (pro-rata)

CPD: Funded training opportunities are provided across all teams

Training Loans: For relevant accredited courses (interest free)

CPD Days: Up to 2 days discretionary leave per year to attend relevant courses, workshops, exams, or to carry out revision

Thank you for your interest in Unlocking Potential, we look forward to receiving your application.

UP-Unlocking Potential, a company registered in England & Wales.

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Registered charity number: 1163932

