



Job Description

Family Support Worker

Hours of work: 21 hours per week (Tues-Weds-Thurs)
Salary: £27,272 (FTE) £15,485 actual
Place of work: Cirencester Office
Reporting to: Family Service Co Ordinator

We are seeking a friendly, enthusiastic and motivated Family Support Worker to join our family team supporting families in Cirencester and the surrounding villages.

The post will involve delivering and organising groups, programmes and activities for families across the family service pathway. Your primary responsibility will be supporting parent and child groups and our work within local primary schools, including parent peer support groups. You will also undertake some preventative one to one support for families.

The role will suit someone who has experience of supporting families and an understanding of the needs of children and parents at different stages of family life. This includes working directly with families to provide practical and emotional support in relation to a range of social and personal issues. You will be adaptable and confident in a varied role, supporting families through group delivery and some preventative one to one work. An understanding of the importance of early intervention and a passion for making a positive impact on the lives of children and families is essential.

The Churn Community Hub is an independent charity working in Cirencester and the surrounding villages for over 25 years. In 2024/25, we supported over 1,700 people to reduce isolation and loneliness, improve wellbeing, learn new skills and feel part of their community. Our busy Family Service alone supported 822 parents and children during the year. Our vision is that all people should be included, involved and invested in their community, feel supported and valued and given the opportunity to achieve their potential.

THE ROLE

As a Family Support Worker, you will deliver and support a range of family programmes and activities, including parent and child groups, work within local primary schools and parent peer support groups. You will also provide some preventative one to one support to families, offering practical information and emotional support where needed. The role includes both universal and targeted support.

Working as part of The Churn's Family team, you will build positive relationships with parents and children and use a strengths based approach to ensure families feel supported, valued and connected.

You will ensure service delivery is in line with agreed outputs and that outcomes are recorded and kept up to date. You will use our CRM system to record and evaluate work and provide information as required.

You should thrive in a collaborative working environment and be able to engage with professionals, partner agencies and others to ensure we continue to meet the needs of families in our community.

Duties and Responsibilities

Family Services

- To support families through group work and 1:1 meetings
- Organise and deliver family programmes and groups, updating resources when appropriate
- Support and facilitate parent peer support groups within local primary schools.
- To organise groups and activities for families in line with agreed service delivery, ensuring people feel welcomed, supported and valued.
- Establish contacts with partner organisations and professionals and attend relevant meetings where appropriate
- To have a knowledge and understanding of local resources and signpost families to partner organisations when appropriate
- Maintain and oversee accurate and up to date individual records' using CRM and relevant recording systems including records of attendance
- Facilitate good communication with parents, children and team
- To carry out monitoring and evaluation of group activities and family support using agreed systems
- Undergo Safeguarding training and follow our Safeguarding Policy and Procedure, with a clear understanding of the procedure for reporting concerns.
- Assist taking families on day trips, outings, and other outdoor activities as required

General Churn work:

- The role will involve some travel around Cirencester and surrounding areas.

- As part of the team, contribute to the overall success of the Churn.
- Work with Churn team to accurately represent our services to supporters.
- Produce reports as required.
- Be responsible for own health and safety at work in line with the projects health and safety policy.
- Be flexible about providing support and cover for colleagues as needed.
- Attend team meetings and events.

PERSON SPECIFICATION

Qualifications	
Education equivalent to BTEC, NVQ Level 2 or practical training alongside a minimum of 5 GCSEs at Grade 5 and above (or equivalent)	D
Knowledge, Skills, Experience	
Knowledge and understanding of the needs of families and children	E
Experience of family support work	E
Experience of running groups and activities	D
Experience of running courses and programmes relevant to family work with a solid understanding of group dynamics	D
Good interpersonal skills and evidence of the ability to engage effectively with parents and professionals	E
Experience of supporting families in a community setting	D
Good written and verbal communication skills	E
Experience of partnership working, engaging with statutory/VCS services and other professionals	D
The ability to promote the service externally	D
An understanding of confidentiality and its importance in the workplace	E
Good level of IT skills	E
A good understanding of Safeguarding Children and relevant legislation	E
An understanding of the effect of Adverse Childhood Experiences	E
An understanding and commitment to Equality and Diversity	E
Personal Qualities	
Understanding of support needs and the ability to work in a strengths-based way	E
Self-motivated with the ability to work on own initiative	E
Ability to thrive in a collaborative working environment	E
Deadline & outcome focused with good organisational and time management skills	E
Ability to travel around Cirencester and surrounding area	E
Non-judgemental and inclusive approach	E

TO APPLY:

Please apply via application form (CVs will be accepted as background information but will not be used for shortlisting) which can be requested, together with an information pack, via email HR@thechurn.org.uk or telephone 01285 380038.

For an informal chat about the role, please contact Rachel Stainton, Family Service Coordinator, via the Churn Office on the same number.

Conditions of Employment

- 33 days annual leave (FTE) per year including public holidays
- 21 hours per week
- Tuesday to Thursday with occasional evening and weekend events. Working pattern to be discussed at interview.
- 3-month probation period
- All our roles are subject to a clear enhanced DBS check
- Auto enrolment into pension after 3 months
- Simply Health employee assistance scheme