Job Description

Family Support Adviser (FSA)

Line Manager: Programme Manager (SENsational Families)

Line Reports: None

Children and Family Services Team

Job Purpose

The Family Support Adviser provides early and ongoing support to families of children with Special Educational Needs and/or Disabilities (SEND). This role offers practical advice, emotional support, advocacy, and information around systems such as accessing additional educational support. FSAs build trusted relationships with families, helping them to navigate complex services and empowering them through peer support, group sessions, and personalised interventions.

Key Responsibilities

Direct Support for Families

- Provide timely, person-centred support to families from early years through school age and up to 25 years of age, regardless of formal diagnosis.
- Offer individual and group-based sessions to help families understand and manage their child's needs.
- Support families with navigating statutory systems including education, health, and care services, especially EHCPs and associated processes.
- Assist with signposting and referrals to external agencies and professionals as needed.
- Facilitating other group provision alongside Nansa's wider Children and Family Services Team – such as stay and play groups for families and children.
- Occasional work on evenings, at weekends, and during school holidays is possible if/when an FSA is required to attend a community event – similarly, the SENsational Families service may also facilitate a small number of events outside of usual working hours throughout the year.

Information, Advice and Advocacy

- Act as a source of reliable information on SEND-related topics, providing clarity and reassurance.
- Support families in advocating for their children's rights and needs within educational, healthcare, and social settings.
- Help families prepare for and attend key meetings, assessments, or reviews.

Peer Support and Group Work

- Facilitate peer support opportunities such as coffee mornings, workshops, or themed discussion groups.
- Promote confidence, resilience, and shared learning among parent carers.
- Create safe, inclusive spaces for families to share experiences and form connections.

Safeguarding and Wellbeing

- Be alert to signs of stress, risk, or safeguarding concerns and respond according to Nansa's safeguarding procedures.
- Promote the wellbeing of both children and parents/carers through empathetic, proactive engagement.
- Ensure all activities and sessions are delivered in accordance with relevant policies and guidance.

Monitoring, Evaluation and Reporting

- Maintain accurate and confidential records of interactions, outcomes, and support provided.
- Collect feedback and contribute to evaluation processes that measure impact and inform service development.
- Report regularly to the Programme Manager, identifying trends, risks, and opportunities.

Person Specification

Essential Skills and Experience

- Experience working with families of children with SEND, neurodiverse profiles, or developmental needs.
- Understanding of key processes such as EHCPs, early intervention, and education inclusion.
- Skilled in building trusting, supportive relationships with a wide range of families.

- Excellent communication and active listening skills, including the ability to convey complex information clearly.
- Familiarity with safeguarding practices and supporting vulnerable individuals.

Desirable Skills and Experience

- Experience working with children with SEND, neurodiverse profiles, or developmental needs.
- Knowledge of local SEND services, education systems, and statutory entitlements.
- Experience delivering workshops, peer support, or group-based activities.
- Training in advocacy, family support, or child development.

Personal Attributes

- Empathetic, compassionate, and respectful of lived experience.
- Non-judgemental and approachable, with a calm and professional manner.
- Organised and reliable with a flexible approach to changing family needs.
- Passionate about inclusion, empowerment, and improving outcomes for families.
- Reflective and responsive to feedback and learning opportunities.