



Helping where it matters most

Family Support Worker – Family Resource

£13.00 per hour plus holiday pay

Term time only - 14 hours per week, 39 weeks per year

Fixed term to 31st March 2026

About us

Founded in 1993, Exeter Community Initiatives (ECI) aims to improve the quality of life for people and communities in the Exeter area. Over the years, we have helped over 50,000 people through our work.

Family Resource is an ECI project that works with families with children 0-18 facing challenges and hardships, to develop the skills to move forward as happy, healthy families.

We support with parenting approaches, listening to the voice of the child and engaging with other services such as mental health, housing and debt management and housing.

Families are referred to us for a wide range of needs, from parenting, to liaising with other services, to recovering from the effects of crime and trauma.

About the role

We are looking for someone with the skills to join our team of Family Support Workers. You will be trauma-informed, conscientious and pro-active and confident to work with adults and children face to face and online.

We offer hybrid working; from your home, visiting families and the ECI offices in Exeter city centre. This is an exciting, varied and responsible role, working with people with a range of needs.

Responsibilities

- Effectively identify the needs of family groups, implement appropriate interventions and signpost to services to meet their needs.
- Build relationships with children and their parents / carers and clearly communicate an understanding of their needs.
- Ensure appropriate risk assessments have been conducted and that all relevant safety checks have been carried out.
- In partnership with other support agencies, plan and deliver activities meeting the identified needs of families.
- Maintain confidentiality appropriate to your role.
- Carry out home visits and support with appointments as necessary.
- Maintain a competent understanding of safeguarding and child protection policy and procedures, responding appropriately to any issues.
- Collect evidence of outputs and outcomes, ensuring consistent implementation of the monitoring and evaluation process.
- Be aware of and follow ECI policies and procedures, with particular attention to standards of customer service, health and safety, and equality and diversity.
- Take part in regular Case Supervision and Personal Supervision sessions.
- Engage in training as needed or identified for the role.

📍 148 -149 Fore Street, Exeter, EX4 3AN

☎ 01392 205800

✉ info@eci.org.uk

🌐 www.eci.org.uk



Registered Charity Number: 1026229
Registered Company Number: 2844870 (England)



Helping where it matters most

Candidate Requirements

Essential

- Relevant qualification to level NVQ3 or equivalent.
- Demonstrates a trauma-informed approach to working with others, maintaining their dignity and self-respect at all times.
- Experience in building relationships and delivering new information to adults and children
- Demonstrates understanding of contributable factors to social exclusion.
- Ability to work flexibly as part of a team and on their own initiative.
- An understanding of safeguarding of children and adults.
- Experience of working to deadlines and targets.
- Good knowledge of Microsoft Office applications, including Word, Excel, Teams.
- Understanding of confidentiality and maintaining appropriate boundaries.
- Commitment to Equal Opportunities.

Desirable

- Experience of working in the voluntary sector.
- Knowledge of the Early Help offer and use of 'Right for Children' system.
- Knowledge of local statutory, private, voluntary and community groups.
- Experience of working in or alongside the education, social care and health care sectors.

Location, Commitments and Terms & Conditions

- Must have access to a vehicle and clean driving license.
- 14 hours per week – fixed term contract – term time only.
- Some evening work may be required.
- Enhanced DBS required.
- Hybrid working locations (home/office blend) with visits expected to homes and other locations to support families.
- Subject to a six-month probationary period with an initial review after three months.

Employee benefits include

- 26 days holiday per year - plus bank holidays (pro-rata) with 1 extra day for each full year of service, up to 31 days.
- Flexible Working
- Paid dependent care leave
- Access to Health Assured – the UK's top rated Employee Assistance Programme
- Access to training and professional development
- Cycle to work scheme
- Living Wage employer
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Exeter Community Initiatives is an equal opportunities employer, and we will provide reasonable adjustments to support you throughout the process. Please contact us to identify any additional support that you might require to enable you to make an application. You can either email hr@eci.org.uk or telephone 01392 205800.

ECI are committed to safeguarding and this post requires an enhanced disclosure.

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