

Job Pack:

Family Support Worker



About IRMO

For over 40 years, IRMO has been led by and for the Latin American community, building deep ties and trust across the UK as we fight for a future where everyone can access their rights, live free from poverty and discrimination, and pursue their aspirations without barriers.

Everything we do, from front-line services to advocacy, aims to enable the development, agency and participation of all Latin Americans and Spanish and Portuguese-speaking migrants, including asylum seekers and refugees, as they settle and build their lives in the UK.

To address the daily discrimination and intersectional challenges that our communities face, we provide wrap-around support tailored to the unique needs of individuals and families, including high-quality advice and casework and development opportunities for all ages.

All of our services are culturally sensitive, delivered in Spanish and Portuguese, and are directly informed by the lived experiences of those we serve. We also advocate for long-term social and systemic change through advocacy, independent research and effective partnerships. Learn more at www.irmo.org.uk



What we do



Advice

Our experienced advisers provide confidential advice and casework on immigration, welfare benefits and housing to prevent crises and support our community to access rights and entitlements. We also provide support to access healthcare services.



Education, Training & Employment

Our programme includes English classes, vocational courses and workshops on key employability skills to support progress in the labour market and broader participation in the community.



Children & Young People

Our youth programme includes English classes, mentoring, workshops and trips to support kids of all ages. We also offer advice and advocacy on access to education and key family services.



Advocacy, Research & Campaigns

We address structural inequalities through campaigning, community organising, inter-sectoral collaboration and advocacy work at local and national levels. We also promote more effective responses through research on key issues.

Unit 9, Warwick House, Overton Road • SW9 7JP • London



Job Description

Family Support Worker	
Working Hours	22.50 hours
Contract	Fixed term - 12 months
Reporting to	Programme Manager - Children and Young People
Pay Band	£30,874-£32,683 per year (pro rata)
Annual Leave	33 days annual leave (including bank holidays)
Location	IRMO - Unit 9, Warwick House, Overton Road, London, SW9 7JP

About the role

This is an exciting opportunity to join the **Children & Young People** area at **IRMO** and be part of the **Family Project**. The Family Project supports Spanish and Portuguese-speaking children and young people who have recently arrived in the UK and need to enter compulsory education as soon as possible.

The **Family Support Worker** will offer targeted advice and support in Spanish/Portuguese to families and young people facing barriers in accessing education and other statutory services such as SEND support and Early Help.

The role involves setting up advice and casework schedules, liaising with local authorities, school admissions departments, EAL/SEN teams, and specialised organisations to ensure children are not out of education and receive the right support.

The Family Support Worker will also deliver targeted workshops for families, liaise with external speakers, and create accessible resources (digital and paper-based).

They will work closely with the Youth Project Coordinator, ESOL Teacher and Community Support Team to share information, identify needs, and connect children and families with opportunities.

This multifaceted role requires empathy, flexibility, and a sound understanding of the UK education system and legislation affecting migrants and asylum seekers.

Fluency in **Spanish** or **Portuguese is essential** and a knowledge of both is desirable, as the Family Support Worker will regularly need to communicate with members of the community who have either as a first language.

Key duties & responsibilities

Project Delivery

- Plan and deliver advice sessions and casework on school admissions and other services (SEND, free school meals, NRPF, etc.).
- Conduct needs assessments and connect children and young people to relevant internal and external services.
- Plan and deliver quarterly workshops for families on education and SEND topics (e.g. transitions, EHCPs, autism).
- Build and maintain networks with statutory and VCS stakeholders, schools, legal organisations, parents' groups, councillors, and Heads of Service.
- Conduct regular outreach in the community to encourage children and families to participate in workshops, campaigns, and community activities.
- Create accessible resources for internal and external use.
- Run weekly school admission drop-in sessions with newly arrived parents
- Liaise with local councils to ensure school placements are guaranteed.

Monitoring & Evaluation (M&E)

- Collect and review monitoring data (registration forms, case notes, feedback forms, surveys).
- Maintain accurate case notes and manage caseloads using Excel and CRM systems.
- Produce case studies, success stories, for reports for funders and stakeholders.

Safeguarding

- Ensure the wellbeing and safeguarding of young people, following IRMO's Safeguarding Policy and NYA guidelines.
- Attend regular safeguarding training relevant to the role.

Communication

- Support in the creation of accessible promotional materials aligned with IRMO's communication strategy.

- Manage service users' expectations through clear and consistent communication.
- Attend team meetings and share updates across IRMO teams.
- Represent IRMO at external forums, with partners and funders.

Other

- Train and supervise volunteers.
- Signpost and refer service users to internal and external support.
- Undertake other duties consistent with the purpose of the post as directed by the Line Manager.

Person specification

E = Essential - D = Desirable

Qualifications, Experience & Knowledge

- Minimum one years' experience in advice and casework in the UK (Essential)
- Experience with M&E tools and impact reporting (Essential).
- Experience liaising with schools, local authorities, VCS organisations, and statutory services (Essential).
- Knowledge of UK Safeguarding and Health & Safety procedures (Essential).
- Knowledge of the UK education system, including admissions and SEND (Essential).
- Knowledge of the UK not-for-profit sector (Desirable).
- Knowledge of the legislation affecting migrants and asylum seekers in accessing education. (Essential)
- Understanding of issues affecting young Latin American migrants in the UK (Essential).
- Knowledge and awareness of SEND and experience delivering activities within educational or community learning settings or a willingness to develop in this specific area (desirable).
- Qualification in Information, Advice & Guidance (Desirable).

Skills & Abilities

- Excellent organisational skills and attention to detail (Essential).
- Strong verbal and written communication skills in English **and Spanish or Portuguese** (Essential).
- Ability to manage workload, meet deadlines, and work independently (Essential).
- Problem-solving, innovation, and system improvement skills (Essential).



- Empathy and respect when dealing with children, young people, and families (Essential).
- Competence in Google Workspace tools and Excel (Essential); Experience using CRM tools (Desirable).

Personal Attributes

- Professional and positive attitudes
- Self-motivated, proactive, and able to work independently.
- Collaborative team player, open to learning from colleagues.
- Accountable and dependable, with strong follow-through on casework.
- Creative and resourceful, empowering service users to overcome barriers.
- Committed to continuous learning and adapting to systemic challenges.
- Aligned with and committed to IRMO's mission, vision, and values.
- Non-judgemental, non-discriminatory, and supportive approach.

We aim at all times to recruit the person most suited to the job and welcome applications from people of all backgrounds. We particularly encourage applications from people who identify as members of minoritised groups, and from Latin Americans and people with lived experience of the immigration and asylum system, to reflect the community we serve.

Benefits of working at IRMO

- 33 days annual leave (including bank holidays).
- Three extra days of paid leave between Christmas and New Year (pro rata)
- 6% employer contribution to staff pension scheme
- Occupational sick pay
- 24/7 Employee Assistance Programme
- Cycle to Work Scheme
- Wide range of opportunities for skills development

How to apply

Please send your application form by email to people@irmo.org.uk. Please **include the title of the position for which you are applying in the subject line of your email.**

We encourage applicants to apply as soon as possible, as **we will review applications on a rolling basis.**

If you would like more information about the role or about IRMO, feel free to contact us at people@irmo.org.uk.

We wish you the best of luck with your application 🍀