

What is a Family Support Mentor?

A Family Support Mentor works with children, parents/carers, school staff and outside agencies to remove the barriers to children's learning whilst supporting the child, their family and school staff.

My role involves supporting pupils on a one to one basis & monitoring pupils' social & emotional well-being & mental health.

I am also available to meet with parents/carers to discuss any concerns or issues they may have that could be affecting their child's school experience.

How can a Family Support Mentor help?

Family Support Mentors can help pupils by being a good role model, an active and empathetic listener, an encourager, an approachable and non-judgemental mediator, a support network and a link between home, school and other services.

Family Support Mentor

Senior Mental Health Lead,
Parent Liaison & Children's University Coordinator



Mrs J. Smith

What services can I provide for pupils?

I am able to support pupils who are struggling & having difficulties making the most of school life, for whatever reason.

For example:

Emotional support, mental health, self-esteem, anxiety, bereavement, social skills, transition, friendships issues, bullying, parental separation, changes in family/home circumstances, children & their families who are affected by a parent or family member involved in the Criminal Justice System including imprisonment.

What other services can I help you to access?

There are many services that I can signpost parents onto and have listed some of them below:

- **Basildon Parent 4 Parents**
- **Peabody (Essex Outreach Support Service)**
- **Counselling/Therapy Services**
- **Essex Young Carers Service**
- **Ormiston Families**
- **Parental Support Networks**

How can you contact me?

I can be contacted via the school office, telephone or by email Monday to Friday.

Contact details:

Telephone:

01268 470880 Ext.208

Email:

jacqui.smith@willows.essex.sch.uk



THE WILLOWS
PRIMARY SCHOOL AND NURSERY

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The vision of the Berlesduna Academy Trust is to create and foster a culture of high aspiration, enjoyment for learning, academic success and lifelong skills amongst all pupils, regardless of their social, economic or cultural background.