

**Family Liaison Officer**

Job Description

**Salary:** £25,000

**Hours:** 37.5 hours per week (8.30 – 4pm)

**Reports to:** Deputy Head: Wellbeing

**Purpose of the Job:**

To engage with parents, carers and families to provide early intervention, support and guidance to increase engagement with the school and therefore improve learning outcomes for pupils.

**Key duties and responsibilities:**

**Family Support**

* Provide advice and guidance to parents and carers where needed in relation to: meeting the emotional needs of children; consistent discipline; healthy eating; attendance; sources of advice and guidance within the local community and via other agencies
* To liaise with other agencies supporting families and assist with referrals as appropriate.
* To work with SLT to develop action plans and undertake individual case work with families to support them in addressing issues which might be impacting on their child’s learning.

**Parental Engagement**

* Encourage parental involvement in the school and its activities through:
	1. Encouraging and supporting parent’s attendance at school events, including end of term assemblies.
	2. Encouraging participation in surveys.
	3. Delivering a range of family related workshops.

**Communication**

* Establish and foster good relationships with parents and carers of children at the school and encourage good home to school communication.
* Liaise with teachers and encourage effective dialogue between parents, carers and teachers regarding their child’s progress.
* Oversee the digital parent communication tool to ensure parents use it effectively and to troubleshoot for any parents experiencing problems with the system.
* Update policy snapshots as when necessary.

**Admissions**

* With support and direction from the LDSL, read and file new students DSL files, sharing any important information with DSLs.
* Create and keep up to date a welcome pack for new parents.
* Arrange Visits to the homes of new students to share information and welcome packs.

**Attendance**

* Alongside the Deputy Head - Wellbeing, to work with parents and carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this. This includes:
	1. Checking attendance reports and data on a weekly basis with admin team and DHT for well-being.
	2. Implementing follow-up work with parents of students identified as having poor attendance.
	3. Complete termly governance data analysis with the DHT well being and input comments on the termly education reports.

**Transport**

* Where needed, support parents and carers in setting up appropriate transport with KCC and Medway transport teams.
* Support parents and carers in raising issues and safeguarding concerns in relation to transport with KCC and Medway transport teams.
* Liaise with KCC and Medway transport teams as needed and directed by the Deputy Head: Wellbeing
* Provide personal transport budget (PTB) data when asked by the admin manager, so he/she can report to the transport team on a termly basis.

**Safeguarding**

* Liaise with the school’s designated senior leader for safeguarding to ensure that the child’s welfare is paramount, and any necessary action is taken at the earliest opportunity.
* Comply with policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.

**General Other duties**

* To maintain accurate records and share information with colleagues as appropriate and refer on as required.
* To keep the LPPA focused portfolio and evidence-based work up to date.
* Offer and support regular coffee type meetings or training workshops for parents and carers. (linked to the family related workshops)
* To lead on FLO induction training for all new staff members.
* To assist with the organisation of end of term activities and assemblies.
* To carry out any other reasonable and role related duties as directed by a member of SLT.

**Person Specification**

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|  | **CRITERIA**  |
| **QUALIFICATIONS** | * Knowledge and skills equivalent to national qualifications level 3.
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| **EXPERIENCE** | * Previous experience of working with children and families

in the public, private or voluntary sector.* Experience of facilitating groups.
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| **SKILLS AND ABILITIES** | * Excellent communication, listening and observation skills.
* Ability to deal with difficult/sensitive situations.
* Ability to manage confidential information.
* Organisational abilities and accurate record keeping skills.
* Ability to facilitate parenting skills.
* Good inter-personal skills.
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| **KNOWLEDGE** | * Sound knowledge and understanding of child growth and development.
* Knowledge of the parenting needs of children.
* Knowledge of barriers to learning.
* Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting.
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