



# Chartham Primary School

CEO: Mr D Jones BA (Hons), NPQH  
Headteacher: Mrs E Ribbans BA (Hons), NPQH

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**Chartham Primary School**  
**Children Families and Education Directorate**  
**Job Description**

<b>Job Title:</b>	<b>Family Liaison Officer</b>
<b>Directorate:</b>	<b>Education</b>
<b>Grade:</b>	<b>KR6</b>
<b>Salary:</b>	<b>£21,801 - £23,262</b>
<b>Contract:</b>	<b>Full time – 37 hours per week, 8am – 4pm Mon – Fri, (plus 5 additional days, 39 weeks per year)</b>
<b>Responsible to:</b>	<b>Headteacher</b>

## **Job Summary:**

Provide support, information and education service to parents of children attending the school and investigate concerns raised by parents, pupils and teachers as agreed by the Head Teacher. The FLO will focus their work on preventative and early intervention activities.

The applicant will have a flexible approach, a sound values base and be able to work effectively in a team as well as independently and have a commitment to equal opportunities, good time management and organisational skills, which will include good record keeping skills. Excellent communication skills are required.

## **Duties and Responsibilities**

1. Establish and foster good relationship with parents/carers of children at the school. Encourage parental involvement in the school and its activities.
2. Promote the self-esteem of parents/carers to help them to maximise their own personal and interpersonal skills, which will enable them to respond to family needs by communicating openly and to provide good parenting.

Shalmsford Street, Chartham, Kent, CT4 7QN Telephone: 01227 738225  
Email: [cpsoffice@inspiraacademy.co.uk](mailto:cpsoffice@inspiraacademy.co.uk) Web: [www.charthamprimary.org.uk](http://www.charthamprimary.org.uk)

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3. Share information on practical childcare and parenting skills, identifying need for support including how to meet the emotional needs of children (e.g. setting boundaries and consistent discipline).
4. To provide impartial information or referrals to parents about the school and relevant local services available to parents, children and families including those provided by education, social care, youth justice, childcare providers, the voluntary sector and others.
5. Give close attention to early identification and prevention of absence habits.
6. Work with parents to identify why their children are not achieving full attendance. Ascertain the probable causes of the absences and suggest and assist in the implementation of plans/action to resolve the situation, working closely with school staff, the child and the child's family. Work closely with EWOs and attendance services. Carry out home visits where appropriate to support parents in encouraging their children to maintain full and regular attendance.
7. Liaise with members of school staff regarding families/children as necessary and with parent carer consent.
8. Encourage good relations and effective dialogue between parents and teachers about children's progress.
9. Encourage good relations and effective dialogue between parents and teachers about children's progress.
10. Keep up to date on the range of agencies working locally in order to maintain knowledge of services that parents might be signposted to.
11. Liaise with the school's Designated Safeguarding Lead.
12. Keep records and all documentation pertaining to meetings/contact with children and young people and their families.
13. Attend support and staff meetings to continue own professional training and development as targeted through appraisal process.
14. Any other duties and responsibilities within the range of the salary grade.

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15. Attend multi-agency meetings as appropriate and under the direction of the Headteacher.
16. Develop effective relationship with local agencies and develop a clear understanding of referral processes, local developments and areas of need in order to support the work of other members of the school team.
17. Encourage independence and good emotional wellbeing through understanding normal child development, attachment theory and emotional literacy.
18. Have the ability to effectively communicate with children and young people and their parents.

Person Specification is stated on the next page.

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## Person Specification – Family Liaison Officer

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Good basic education with competency in literacy and numeracy.</li> <li>- GCSE/CSE English &amp; Maths</li> <li>- Willingness to undertake further training particularly in relation to Child Protection/Safeguarding.</li> <li>- Driving licence.</li> </ul>	<ul style="list-style-type: none"> <li>- Willingness to undertake foundation course in basic counselling skills.</li> </ul>
<b>Experience and Attainments</b>	<ul style="list-style-type: none"> <li>- Extensive previous experience of working with children and families in the public, private or voluntary sector.</li> </ul>	
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>- Excellent communication, listening and observation skills.</li> <li>- Previous experience with inter agency working (Health/Social Services etc.).</li> <li>- Ability to deal with difficult/sensitive situations</li> <li>- Ability to handle confidential information.</li> <li>- Organisational abilities and accurate record keeping skills.</li> <li>- Ability to facilitate parenting skills.</li> <li>- Good inter-personal skills.</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to facilitate groups.</li> <li>- Willingness to attend some evening meetings.</li> </ul>

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<b>Knowledge</b>	<ul style="list-style-type: none"><li>- Sound knowledge and understanding of child growth and development.</li><li>- Knowledge of the parenting needs of children.</li><li>- Knowledge of basic child protection issues.</li></ul>	<ul style="list-style-type: none"><li>- Knowledge of special educational needs/vulnerable groups.</li><li>- Knowledge of school entry procedure.</li><li>- Resources within area.</li></ul>
<b>Personal Qualities</b>	Ability to empathise, keep calm, patient, humility	

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