



Cygnus Academies Trust

Job Description: Family Liaison Officer – KR5

Grade: Kent Range 5
Responsible to: Family Support Manager

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 improve learning outcomes for pupils

Key duties and responsibilities:

1. Establish and foster good relationships with parents/carers of children at the school and encourage good home / school communication
2. Liaise with teachers and encourage effective dialogue between parents / carers and teachers regarding their child's progress
3. Provide advice and guidance to parents / carers to reinforce their self esteem and ability to provide good parenting
4. Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance.
5. To work with parents / carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this
6. To work with the Headteacher / DSL 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
7. Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school
8. To signpost families to sources of advice and guidance within the local community and via other agencies
9. To liaise with other agencies supporting families and assist with referrals as appropriate
10. To maintain accurate records and share information with colleagues as appropriate and refer on as required
11. Liaise with the school's Designated Safeguarding Lead to ensure that the child's welfare is paramount and any necessary action is taken at the earliest opportunity

12. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Person Specification: Family Support Officer – KR5

	CRITERIA
QUALIFICATIONS	Knowledge and skills equivalent to national qualifications level 3
EXPERIENCE	<p>Previous experience of working with children and families in the public, private or voluntary sector</p> <p>Experience of facilitating groups</p> <p>Some experience of working in a multi-agency environment</p>
SKILLS AND ABILITIES	<p>Excellent communication, listening and observation skills</p> <p>Ability to deal with difficult/sensitive situations</p> <p>Ability to manage confidential information</p> <p>Organisational abilities and accurate record keeping skills.</p> <p>Ability to facilitate parenting skills.</p> <p>Good inter-personal skills</p> <p>High level of written communication skills-including report writing.</p>
KNOWLEDGE	<p>Sound knowledge and understanding of child growth and development</p> <p>Knowledge of the parenting needs of children</p> <p>Knowledge of barriers to learning</p> <p>Knowledge of the working practices and referral processes of relevant external agencies</p> <p>Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting</p>