

SHEERNESS WEST FEDERATION JOB DESCRIPTION



JOB TITLE:	Family Liaison Officer
REPORTING TO:	Deputy Head of School / Head of School
GRADE:	KR7
HOURS/WEEKS:	37 hours per week – 39 weeks per year
SITE:	Sheerness West Federation

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. To assess, implement and monitor action plans to support individual students. To liaise with and undertake referrals to other agencies as appropriate.

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. Advise and share information on practical childcare and parenting skills; including meeting the emotional needs of children, consistent discipline, healthy eating and attendance. This can be carried out either on individual basis or by facilitating a group session.
5. Ascertain the needs of families and assessing appropriate support – escalating to the Head of School if required/signposting them to other relevant agencies for support.
6. To work with parents / carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this
7. To undertake assessments, develop and monitor action plans and undertake individual case work with families to support them in addressing issues which might be impacting on their child's learning
8. Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school – including liaising with other agencies to plan and develop family related activities
9. To signpost families to sources of advice and undertake referrals to other agencies as appropriate as directed by the Headteacher
10. To develop and promote partnerships with other agencies to ensure pupils and families are able to access appropriate supports
11. To support individual students and their families following exclusion from school to ensure appropriate strategies are in place to assist their reintegration to the school.
12. Produce written reports and maintain records to ensure that informed decisions are made regarding the child's welfare.
13. Liaise with the school's child protection officer to ensure that the child's welfare is paramount and any necessary action is taken at the earliest opportunity.
14. Liaise with members of staff regarding wellbeing issues offering advice/guidance to others on appropriate action.
15. Attend supervision, staff meeting and relevant training to enable continuing professional development.
16. To supervise and facilitate supervision / team meetings for other staff undertaking parent support advisor duties.

17. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
18. Be first contact with parents/carers to resolve issues or concerns as they relate to real or perceived difficulties in school, through liaison with other school staff at all levels
19. Plan and run regular wellbeing meetings and participate in pupil progress meetings to ensure wellbeing issues are addressed and agreed follow up actions are taken
20. Co-ordinate the referral process to external agencies regarding pupil wellbeing issues, undertaking liaison as needed and ensuring that appropriate documentation is completed
21. Co-ordinating Early Intervention Planning for the school – liaising with external agencies, supporting parents and acting as lead professional when required
22. Provide small group support to children by running nurture or emotional first aid groups
23. Support the school's Designated Child Protection Co-ordinators to fulfil their duties in respect of the Safeguarding Policy and to triage Child Protection / Safeguarding concerns
24. Line Manage the work of the Pastoral Support Worker

Person Specification: Family Liaison Officer

	CRITERIA	
	ESSENTIAL	DESIRED
QUALIFICATIONS	<ul style="list-style-type: none"> • A good level of education with sound literacy and numeracy skills • Understanding of welfare / social care / child development • Safeguarding / DSL Training or working towards this certification 	<ul style="list-style-type: none"> • Relevant qualification in welfare / social care / child development – NVQ Level 3 • Recognised qualification in basic counselling skills
EXPERIENCE	<ul style="list-style-type: none"> • Previous experience of working with children and their families • Previous experience of working in a primary school setting • Understanding of working with a range of external voluntary and statutory agencies. 	<ul style="list-style-type: none"> • Experience of facilitating group work • Supervisory experience
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent communication, listening and observation skills • Ability to deal with difficult/sensitive situations • Ability to work closely with others • Ability to identify, research and resolve problems • Ability to work proactively on own initiative and self-manage • Ability to convey information clearly and accurately both verbally and in writing to a range of personnel • Ability to manage confidential information • Organisational abilities and accurate record keeping skills. • Ability to facilitate parenting skills. • Good inter-personal skills, non-judgmental approach and ability to build rapport 	

KNOWLEDGE	<ul style="list-style-type: none">• Demonstrate a knowledge of the Common Assessment Framework and Child Protection Procedures• Demonstrate a knowledge of the parenting needs of children and child development• Demonstrate a knowledge of strategies to support children / parents• Demonstrate a knowledge of statutory / voluntary sector agencies and working practices• Demonstrate an understanding of confidentiality issues in a school setting• Demonstrate a commitment to equal opportunities• Demonstrate an awareness of safeguarding / child protection issues in a school setting	
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