

**School(s)**                      **Meopham Community Academy**

**Name:**

**Job Title:**                      **Family Liaison Officer (FLO)**

**Grade:**                              **KR5**

**Responsible to:**              **AHT for Inclusion**

**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:**

- Establish and foster good relationships with parents / carers of children at the school and encourage good home / school communication.
- Liaise with teachers and encourage effective dialogue between parents / carers and teachers regarding their child's progress.
- Provide advice and guidance to parents / carers to reinforce their self-esteem and ability to provide good parenting.
- Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance.
- To work with parents / carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this.
- To work with the Inclusion Team 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.
- Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school.
- To signpost families to 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 maintain accurate records and share information with colleagues as appropriate and refer on as required.
- 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.
- Maintain strict confidentiality.
- Comply with policies and procedures relating to child protection, health and safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Individuals in this role may also undertake some or all of the following:

- Promote and run parent workshops, forums and stay and play sessions to promote the partnership between home school, supporting parents and promoting the school.
- Provide a link between parent groups such as our PTA and the school.

- Develop communications between home and school through the school's use of social media, newsletters and the school website.
- Attend safeguarding meetings on the behalf of the school as appropriate once appropriate training has been provided.
- Assist the admin team to answer phone calls or deal with first aid issues as required.

#### GENERAL

- Be aware of and comply with all policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person to ensure pupils' wellbeing.
- Support the safeguarding and welfare of children and young people within the school including their mental health and wellbeing.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos / aims of the school and appreciate and support the role of colleagues and other professionals to enable the school to fulfil its development plans.
- Participate in training and other learning activities and performance development as required. Share good practice with colleagues, receive support from others in areas of development.
- To fulfil any other duties as required by the Head Teacher with the agreement of the post.

This job description describes the way in which the post holder is expected and required to perform and complete the particular duties set out above.

It can be amended, in consultation with the Head Teacher, to reflect the changing needs of the school and should be reviewed annually.

Job Holder..... Date .....

**Person Specification: Family Liaison Officer (FLO)**

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Knowledge and skills equivalent to national qualifications level 3.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience of working with children and families in the public, private or voluntary sector.</li> <li>• Experience of facilitating groups.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent communication, listening and observation skills.</li> <li>• Ability to deal with difficult / sensitive situations.</li> <li>• Ability to manage 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>
<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 barriers to learning.</li> <li>• Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting.</li> </ul>