Family Liaison Officer Person specification

**Qualifications & Experience**

**Essential:**

* Knowledge of relevant policies and procedures
* Previous experience of working with children and families in the public, private or voluntary sector
* Excellent communication, listening and observation skills, both verbal and written
* Empathy - Ability to deal with difficult/sensitive situations
* Confidentiality - Ability to manage confidential information and abide by GDPR legislation
* Organisational abilities and accurate record keeping skills.
* Ability to remain calm under pressure
* Good inter-personal skills
* Working in partnership/teamwork - Understand and value the role of parents and carers in supporting children
* Ability to establish rapport, respectful and trusting relationships with children, their families and carers and other adults
* Understand the role of others working in school and external agencies
* Relationships - Ability to work effectively and positively with a range of adults
* Understand and implement child protection procedures and uphold our Safeguarding culture at Luddenham
* Knowledge of access to resources and sources of support for families
* Undertake CPD where required
* Confident with IT

**Desirable:**

* A qualification working with children or families.
* Educated to NVQ Level 2 or equivalent
* Basic knowledge of First Aid and understanding of the School policies & procedures/Paediatric First Aid qualified
* Ability to facilitate parenting skills.
* Local knowledge