### JOB DESCRIPTION

**TITLE**  Family Liaison Office

**RESPONSIBLE TO** Senco

**Job purpose**

To work closely with parents and carers to help overcome pupils’ barriers to learning, whether inside

or outside school. This will involve maintaining regular communication, putting interventions in

place, and liaising with relevant staff and professionals to ensure parents and carers are consistently

engaged in pupils’ development and progress.

**Professional duties / responsibilities**

* Act as a point of contact for the parents/carers of pupils receiving additional support
* Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise
* Encourage parents/carers’ involvement in supporting pupils’ development and progress
* Keep up to date on the latest services available in the local area so you can promote and signpost parents/carers to these via a range of communication channels (e.g. social media, newsletter, in meetings, etc)
* Carry out home visits, where required
* Implement and monitor interventions, working with parents/carers to make adjustments to support as necessary
* Provide personalised support for parents/carers to help manage transition for their child
* Support parents/carers through the application process for accessing local services and help them attend relevant meetings
* Make referrals where appropriate to, e.g. School Health

**Working with staff and other professionals**

* Work with relevant staff to identify and bring on board pupils and parents/carers that would benefit from personalised support
* Contribute to the Well-Being provision map and Well-Being meetings
* Liaise and build relationships with external agencies and professionals, following up on actions where necessary
* Maintain regular communication with relevant staff to update them on progress of individual pupils and share information
* Assist with developing and reviewing the school’s transition programme, contributing insights around the needs of parents/carers and pupils during this process
* Liaise with local food banks/supermarkets providing extra support/resources for families

**Record Keeping**

* Maintain accurate records of interventions and relevant meetings
* Complete relevant paperwork required by external agencies

**Safeguarding**

* Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent), and our child protection and health and safety policies
* Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary
* Promote the safeguarding of all pupils in the school
* Promote good attendance with regular phone calls to relevant families

This job description will be reviewed during each Performance Management review or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Signed: …………………………………………... (Postholder) Date: ……………………..