

Job Description

Job Title:	Family Liaison Officer (FLO) – Lower School
Reference:	
Reports to:	Assistant Principal – Deputy Head of Lower School
Responsible for:	No line management
Salary range:	Academy Band D or E depending on experience
Contract:	Full time, term-time only – Fixed Term Until 31/08/2023

Main purpose of the role:	<p>To engage with parents/carers and families to provide early intervention, support and guidance to promote pupil wellbeing, increase engagement with the school, and improve learning outcomes for pupils</p> <p>To provide support to pupils, parents/carers and the Vice Principal with regards to welfare issues in the Lower School</p>
Main duties:	<p><u>Parents and Carers:</u></p> <ul style="list-style-type: none"> - Establish and foster good relationships with parents/carers of children in the Lower School and encourage good home/school communication - Identify pupils and families of concern or those needing additional support - Meet with pupils and parents/carers as appropriate with regards to welfare issues - Following clear risk assessments, undertake home visits to promote pupil attendance and wellbeing. - 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 - Maintain accurate records and ensure that all documentation relating to interventions is recorded and filed appropriately <p><u>Attendance:</u></p> <ul style="list-style-type: none"> - Support with the daily monitoring of attendance registers and implementation of the Academy’s attendance policies - Work in conjunction with the Student Services team in liaising with parents/carers to identify why Lower School pupils are not achieving good attendance and assist in the implementation of measures to address this, coordinating parental support and intervention where appropriate

	<ul style="list-style-type: none"> - Liaise with other Academy staff and external agencies regarding cases of persistent absenteeism and agree next steps and actions on behalf of the Academy - Support with the transition process to ensure the smooth transfer of pupils from Nursery into Reception class and from Year 6 into Year 7 <p><u>Safeguarding:</u></p> <ul style="list-style-type: none"> - Stay up-to-date and trained in all safeguarding and child protection policies and procedures - Work with the Designated Safeguarding Leads to ensure that children’s welfare is paramount and any necessary action is taken at the earliest opportunity - Maintain accurate records and share information with colleagues and refer on as required - Act as the lead professional for the Early Help process, including referrals as and when required - Liaise with internal and external agencies to provide additional support for families and assist with referrals as appropriate - Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person <p><u>Community:</u></p> <ul style="list-style-type: none"> - Encourage parental involvement in the Academy and its activities and deliver a range of family-related activities to promote parental involvement in the school (e.g. coffee mornings) - Liaise with and support the links between the Academy and families with a specific focus on uniform provision for the more vulnerable pupils - Signpost families to sources of advice and guidance within the local community and via other agencies where necessary <p><u>Medical:</u></p> <ul style="list-style-type: none"> - In liaison with the Student Services team, co-ordinate medical examinations and immunisation programmes and arrange in-school appointments with visiting medical/therapeutic practitioners - In conjunction with other Academy staff, oversee the process for administering of all medications, ensuring records are kept in accordance with Academy policies - Produce and update medical health care plans in line with current guidance for pupils who require these within Lower School - Liaise with other Academy staff regarding the implementation and monitoring of Education, Health and Care Plans <p><u>General:</u></p> <ul style="list-style-type: none"> - Contribute to the development, implementation and evaluation of the Academy’s policies, practices and procedures to support the Academy’s values and vision - Take opportunities to build the appropriate skills needed for the role, and participate in staff training and development
--	--

	<ul style="list-style-type: none"> - Attend meetings where necessary - Fulfil any other duties as may reasonably be required by the line manager or Principal 	
	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Knowledge and skills equivalent to national qualifications at Level 3, including Mathematics and English • Evidence of Continuing Professional Development relevant to the role 	
Experience	<ul style="list-style-type: none"> • Minimum of 1-year relevant experience of working with children of relevant age and their families within a learning environment • Experience of supporting pupils/students and families of differing abilities and backgrounds • Experience of working with children with complex needs • Positive behaviour strategy knowledge and experience of helping children self-regulate emotions 	<ul style="list-style-type: none"> • Previous experience of working in a primary school
Knowledge and Skills	<ul style="list-style-type: none"> • Demonstrable ability to work in a team and build effective working relationships with a range of colleagues and stakeholders, including parents/carers, teachers and external professionals • Demonstrable ability to communicate effectively in both oral and written form • Ability to deal with difficult and sensitive situations and manage confidential information • Knowledge of the social and emotional factors that affect a child's capacity to learn • Knowledge of barriers to learning and strategies to overcome them • Knowledge of the parenting needs of children • Creative and innovative • Excellent facilitation and presentation skills suitable up to and including senior managers • Data and ICT literate with good ICT skills • Excellent organisation and time-management skills - needed for prioritising and balancing a busy and varied workload • Empathy and emotional intelligence - in order to recognise and be sensitive to the needs of pupils and parents/carers 	

	<ul style="list-style-type: none">• Analytical and problem-solving skills - necessary for analysing data and developing appropriate strategies and interventions• Demonstratable understanding of confidentiality and safeguarding/child protection issues in a school setting
Qualities	<ul style="list-style-type: none">• Able to confidently liaise with colleagues at all levels, including in formal settings• Confident in operating flexibly and pragmatically in the face of shifting expectations and pressures• Personal and professional authority and resilience• Empathetic, tactful and diplomatic• Solution focused, working collaboratively and collegially with colleagues and stakeholders• Excellent inter-personal skills