



Kent County Council

Job Description: Family Liaison Officer

School: Painters Ash Primary School

Grade: KR5

Responsible to: Head Teacher/ Senior Leadership Team

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 undertake all administrative tasks associated with the recording, management and monitoring of attendance; working with individual pupils and their families to improve attendance.

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. Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance.
5. To work with parents / carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this
6. To work with the Headteacher / Senior Leadership 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
7. Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school
8. To signpost families to sources of advice and guidance within the local community and via other agencies

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.



9. To liaise with other agencies supporting families and assist with referrals as appropriate
10. To maintain accurate records and share information with colleagues as appropriate and refer on as required
11. Liaise with the school's Safeguarding Team to ensure that the child's welfare is paramount and any necessary action is taken at the earliest opportunity
12. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
13. To ensure the electronic registration system is updated daily investigating any missing data with class teachers
14. To record student absences and late arrivals on Arbor, maintaining accurate attendance records
15. To act as the initial point of contact for parents regarding attendance issues - providing routine advice as required and explaining attendance expectations to parents in accordance with school policies
16. To make initial enquiries with parents / carers regarding unexplained absences / lateness – including first day calling / texting
17. To work with individual students and their families regarding strategies to improve attendance / punctuality – ensuring records are kept and feedback provided to the Headteacher and other staff as appropriate
18. To monitor the attendance of pupils referring concerns to the Headteacher
19. To support the Headteacher at formal meetings with parents to discuss attendance concerns – taking follow up actions as agreed
20. To promote incentives for improving attendance within the school – including attendance certificates and prizes
21. To process and action pupil holiday requests
22. To issue routine correspondence to parents regarding attendance / absence requests in accordance with school procedure
23. To assist the Headteacher with the administration of referrals to the education welfare service / issuing of penalty notices
24. To undertake routine liaison with external agencies regarding attendance – eg EWO / Attendance Service

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25. To collate attendance data producing routine reports and prepare statistical returns regarding attendance.

In addition all members of the school community are expected to:

- Display a commitment to child protection and safeguarding. Report to the headteacher any behaviour by colleagues, parents and children which raises concern.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

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Person Specification: Parent Support Advisor (FLO)

	CRITERIA
QUALIFICATIONS	<p>Knowledge and skills equivalent to national qualifications level 3. (Level 3 qualifications in the UK are A level, access to higher education diploma or advanced apprenticeship)</p>
EXPERIENCE	<p>Previous experience of working with children and families in the public, private or voluntary sector</p> <p>Experience of facilitating groups</p> <p>Experience of using Attendance Modules in Arbor</p>
SKILLS AND ABILITIES	<p>Excellent communication, listening and observation skills</p> <p>Ability to deal with difficult/sensitive situations</p> <p>Ability to manage confidential information</p> <p>Organisational abilities and accurate record keeping skills.</p> <p>Ability to facilitate parenting skills.</p> <p>Good inter-personal skills</p>
KNOWLEDGE	<p>Sound knowledge and understanding of child growth and development</p> <p>Knowledge of the parenting needs of children and the ability to deal calmly, tactfully and effectively a range of people</p> <p>Knowledge of barriers to learning</p> <p>Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting</p>

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	<p>Ability to work in an organised and methodical manner and maintain accurate records</p> <p>Ability to convey information clearly and accurately orally and in writing to a range of people</p> <p>Ability to take personal responsibility for organising day to day workload</p> <p>Ability to work effectively and supportively as a member of the school team</p> <p>Able to use own initiative to solve problems and respond proactively to unexpected situations.</p>
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