

Job Description

Job Title:	Family Liaison Officer (FLO) with Safeguarding Responsibilities – Upper School
Reference:	
Reports to:	Deputy Head of School
Responsible for:	No line management
Salary range:	Academy Band E
Contract:	Full time, term-time only

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(s) with regards to welfare and safeguarding within the Academy. They will take part in strategy discussions and inter-agency meetings, and contribute to the assessment of children. They will advise and support other members of staff on child welfare and child protection matters, and liaise with relevant agencies such as the local authority and police.</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 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"> - Work in conjunction with the Student Services team in liaising with parents/carers to identify why pupils are not achieving good attendance and assist in the implementation of measures to address this, coordinating parental support and intervention where appropriate

Safeguarding:

- Stay up-to-date and trained in all safeguarding and child protection policies and procedures
- Work with the Designated Safeguarding Lead and Deputies 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
- Manage referrals
- Refer cases of suspected abuse to the local authority children's social care
- Support staff who make referrals to local authority children's social care
- Refer cases to the Channel programme where there is a radicalisation concern
- Refer cases where a crime may have been committed to the police
- Keep detailed, accurate and secure written records of concerns and referrals

Working with Staff and Other Agencies:

- Ensure staff can access and understand the school's Child Protection and Safeguarding Policy and Procedures (especially new and part-time staff)
- Inform the DSL and Principal of safeguarding issues, especially ongoing enquiries into whether a child is at risk of harm, and police investigations
- Liaise with staff on matters of safety, safeguarding, and when deciding whether to make a referral
- Act as a source of support, advice and expertise for staff
- Understand the assessment process for providing early help and intervention
- Develop a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference
- Attend and contribute to child protection case conferences effectively when required to do so

Raising Awareness:

- Ensure the school's child protection policies are known, understood and used appropriately
- Be alert to the specific needs of children in need, those with special educational needs and young carers
- Encourage a culture of listening to children among all staff, ensuring that children's feelings are heard where the school

puts measures in place to protect them

Training

- Undergo training to develop and maintain the knowledge and skills required to carry out the role
- Undergo Prevent training and be able to:
 - Support the Academy in meeting the requirements of the Prevent duty
 - Provide advice and support to staff on protecting children from the risk of radicalisation
- Undergo training on female genital mutilation (FGM) and be able to:
 - Provide advice and support to staff on protecting and identifying children at risk of FGM
 - Report known cases of FGM to the police, and help others to do so
- Refresh knowledge and skills at least annually so remain up to date with any developments relevant to the role
- Obtain access to relevant resources

Other Areas of Responsibility:

- Where children leave the Academy, securely transfer their child protection file to their new school as soon as possible, separately from the main pupil file
- Undertake safer recruitment training and support the Academy to follow best practice
- Model best practice and uphold the principles of confidentiality and data protection at all times

General:

- 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
- Attend meetings where necessary
- Fulfil any other duties which from time to time may be required and be relevant and commensurate with the role, as deemed necessary by the line manager, DSL 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 and their families within a learning environment • Building relationships with children and their parents/carers, particularly the most vulnerable • Working and communicating effectively with relevant agencies • Supporting pupils/students and families of differing abilities and backgrounds • Working with children with complex needs • Positive behaviour strategy knowledge and experience of helping children self-regulate emotions 	<ul style="list-style-type: none"> • Experience of managing safeguarding in a school or other relevant organisation
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