



Nurtured We Flourish

Family Liaison Officer Person Specification

Specification	Essential	Desirable
Qualifications / Education	<ul style="list-style-type: none"> Knowledge and skills equivalent to national qualifications level 2 or 3. GCSE grade A* - C in English and Mathematics. Evidence of Continual Professional Development. 	<ul style="list-style-type: none"> Driving License and daily access to a car with business use insurance.
Relevant Experience	<ul style="list-style-type: none"> Previous experience of working with young people and their families in the public, private or voluntary sector. Proven experience of up-to-date safeguarding knowledge. Experience of facilitating and delivering wellbeing strategies to groups and individuals. 	<ul style="list-style-type: none"> Previous experience of liaising with multi agency working (Health/Social Services/Housing etc). Proven experience of Early Help procedures.
Knowledge and Understanding	<ul style="list-style-type: none"> Knowledge and understanding of child growth and development. Knowledge of the parenting needs of children. Knowledge of barriers to learning. Demonstrable understanding of the principles of data protection and the importance of confidentiality. Knowledge of relevant school policies which keep children safe in education e.g. Safeguarding and Child Protection. Knowledge of basic health and safety rules and regulations. 	<ul style="list-style-type: none"> Knowledge of the working practices and referral processes of relevant external agencies.
Skills and Abilities	<ul style="list-style-type: none"> A commitment to safeguarding and promoting the welfare of children. Excellent interpersonal, communication, listening and observational skills. Ablity to convey information clearly and accurately, both orally and in writing, to a range of people – including report writing. Ablity to work in an organised, methodical manner and maintain accurate records. Ablity to facilitate parenting skills. A 'can do' approach. Customer friendly nature with a tactful, professional and flexible approach. Ablity to deal calmly, tactfully and effectively with a range of people and in difficult / sensitive situations. Ablity to manage confidential information. 	<ul style="list-style-type: none"> A methodical and organised approach to work

	<ul style="list-style-type: none"> • Ability to work under pressure and balance constantly changing priorities. • Ability to organise and prioritise own workload to meet competing deadlines. • Ability to both work as part of a team and use own initiative. • Able to take accurate notes and timely minutes of meetings, following up action points. 	
Personal	<ul style="list-style-type: none"> • Good judgement, with the ability to make considered decisions. • Flexible and responsive to change. • Self-motivated and pro-active. • Diplomatic and resourceful. • Calm under pressure. • Good sense of humour. • Positive/can do approach. 	
Other	<ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children. • Commitment to the vision, its school's aims and values. • Commitment to continuous personal development. • Honest and reliable. • A champion for children. 	