

SINGLEWELL FAMILY LIAISON OFFICER JOB DESCRIPTION



Responsible to: SENCo

Liaison with: DSLs, Headteacher, teaching staff, external agencies

Job Purpose

To work under the direction of the SENCo to support children and families by strengthening home-school relationships, identifying barriers to learning and wellbeing, and ensuring families are appropriately supported through early intervention, signposting and multi-agency working. The postholder will play a key role in safeguarding, early help, and supporting parents with home and parenting challenges.

Key Responsibilities

Family & Parental Support

- Act as a key point of contact for parents and carers, building positive and trusting relationships
- Support families facing challenges related to:
 - SEND
 - Behaviour, attendance or emotional wellbeing
 - Parenting or home-based difficulties
- Speak directly with families in a supportive, empathetic and professional manner, including holding sensitive or difficult conversations
- Offer practical advice and guidance to parents around routines, behaviour and emotional wellbeing
- Support parents to engage positively with the school and with their child's learning and development

SEND & SENCo Support

- Work closely under the direction of the SENCo to support families of children with SEND
- Help parents understand SEN processes and available support
- Support parental engagement with SEN Support plans, EHCP processes and review meetings where appropriate
- Act as a link between families, school staff and external professionals

Early Help & Multi-Agency Working

- Identify early signs of concern and contribute to early intervention strategies
- Signpost families to appropriate internal and external services, including:
 - Early Help
 - Health services
 - CAMHS
 - Social care
 - Parenting support services
- Contribute to or attend Early Help and multi-agency meetings as required
- Work collaboratively with professionals from other agencies to ensure coordinated support for families

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Safeguarding & Child Protection

- Maintain a strong focus on safeguarding and the welfare of children at all times
- Recognise safeguarding concerns and escalate immediately to the DSL in line with school policy
- Follow Keeping Children Safe in Education and all safeguarding procedures
- Maintain clear professional boundaries and appropriate confidentiality
- Keep accurate, timely and secure records relating to safeguarding, Early Help and family support

Administration & Record Keeping

- Maintain accurate and up-to-date records of family support, actions and outcomes
- Share information appropriately in line with GDPR and safeguarding requirements
- Follow agreed action plans and contribute to monitoring and review processes
- Manage a caseload of families effectively, prioritising according to need

Professional Conduct

- Act as a positive role model for respectful communication and behaviour
- Maintain a calm, non-judgemental and solution-focused approach
- Work flexibly to meet the needs of families and the school
- Engage in training and professional development as required

Safeguarding Statement

The school is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. The Family Liaison Officer will be required to:

- Adhere to **Keeping Children Safe in Education**
- Follow all school safeguarding policies and procedures
- Act immediately on any safeguarding concerns
- Maintain professional boundaries at all times

This post is subject to **enhanced DBS clearance** and satisfactory references.