

# SINGLEWELL FAMILY LIAISON OFFICER – PERSON SPECIFICATION



## **Desired Qualifications & Training**

- GCSEs (or equivalent) including English and Maths
- Safeguarding training (or willingness to complete immediately)
- Training or experience in:
  - Early Help / Family Support
  - Child Protection procedures
  - Working with vulnerable families

## **Desired not Essential Experience**

- Experience of working with parents and families, particularly those facing:
  - SEN-related challenges
  - Behavioural, attendance or emotional wellbeing concerns
  - Parenting or home-based difficulties
- Experience of working in a school, children's service, or family support role
- Experience of signposting families to external agencies, such as:
  - Early Help
  - Health services
  - CAMHS
  - Social care
  - Parenting support services
- Experience of speaking directly with families in a supportive but professional manner, including difficult or sensitive conversations
- Experience of maintaining accurate records and sharing information appropriately

## **Knowledge & Understanding**

- Strong understanding of:
  - Safeguarding and child protection, including thresholds and reporting procedures
  - SEND and the impact of additional needs on family life
  - Early intervention and multi-agency working
  - Professional boundaries and confidentiality
- Knowledge of:
  - Local support services for families (or ability to quickly develop this knowledge)
  - Barriers faced by families experiencing disadvantage or stress

## **Skills & Abilities**

- Ability to:
  - Build positive, trusting relationships with parents and carers
  - Communicate clearly and empathetically with families from a range of backgrounds
  - Support parents with practical strategies around routines, behaviour and emotional wellbeing
  - Signpost and guide families to appropriate support services
  - Work effectively under the direction of the SENCo and alongside safeguarding leads
  - Recognise when concerns require escalation to safeguarding or Early Help
- Strong organisational skills, including:

- Record-keeping
  - Following agreed action plans
  - Managing multiple cases
- Confidence in challenging appropriately where a child's welfare may be at risk

### **Personal Qualities**

- Calm, approachable and non-judgemental
- Resilient and emotionally aware
- Professional, discreet and trustworthy
- Flexible and solution-focused
- Committed to promoting the welfare and best interests of children

### **Safeguarding Statement**

The postholder will be expected to:

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