



JOB PROFILE

Name:		Date:	
--------------	--	--------------	--

Job Title:
Family Liaison Officer (FLO)

SALARY INFORMATION:

Hours: 35	Weeks: 39	Range: KR7	£21,790-£24,790	Allowances: NONE
Hours of Work:	Mon - Fri: 8.30am-4.00pm		½hr Lunch Break	

Employment

The post holder is expected to work within the rules and regulations laid down in the current "Kent Scheme" manual. The Headteacher will take notice of advice given by professional associations.

The post holder will demonstrate a commitment to the aims, vision, development plan and policies of the school. In return the management are committed to support in the training and development of all members of staff. We aim to provide staff with the skills they need to fulfil their duties so that we achieve the highest standards in all we do.

The post holder will share responsibility for identifying their own individual training needs and will demonstrate a commitment to work collaboratively and co-operatively to fulfil these.

Deployed by: Headteacher / Deputy Headteacher

Accountable to: Headteacher / Deputy Headteacher

Appraiser: Headteacher / Deputy Headteacher

- **PURPOSE OF JOB**

- a) To engage with parents/carers and families to provide early intervention, support and guidance to increase engagement with the school.
- b) Improve learning outcomes for pupils. To assess, implement and monitor action plans to support individual students.
- c) To liaise with and undertake referrals to other agencies as appropriate.

- **DIMENSIONS**

Budget: None
Subordinates: None

- **PRINCIPAL ACCOUNTABILITIES**

PUPILS

- a) Work 1:1 with children to determine any concerns that they may have and assist with their resolution.
- b) Arrange NSPCC Speak Out stay Safe Programme for pupils (every other year).

FAMILIES

- a) Establish and foster good relationships with parents/carers of children at the school and encourage good home/school communication.
- b) To work with parents/carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this. Actively promote the HERO (Here Every day, Ready On time) campaign.
- c) To undertake assessments, develop and monitor action plans and undertake individual case work with families to support them in addressing issues which might be impacting on their child's learning.
- d) Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school including liaising with other agencies to plan and develop family related activities.
 - On-Line Safety Course
 - Save a Baby's/Child's Life Courses
 - Early Years coffee sessions
- e) Provide advice and guidance to parents/carers to reinforce their self-esteem and ability to provide good parenting.
- f) Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance.
- g) To signpost families to sources of advice and undertake referrals to other agencies as appropriate e.g. Social Services, Early Help, Additional Support, School Nurses etc.
- h) To support individual students and their families following exclusion from school to ensure appropriate strategies are in place to assist their reintegration to the school.
- i) To develop and promote partnerships with other agencies to ensure pupils and families are able to access appropriate supports.
- j) Liaise with teachers and encourage effective dialogue between parents/carers and teachers regarding their child's progress.

MANAGEMENT

- a) Produce written reports and maintain records to ensure that informed decisions are made regarding the child's welfare.
- b) Keep records of families that the FLO has worked with including details of children under Social Services, Early Help etc.
- c) Act as a Designated Safeguarding Lead (DSL) to ensure that every child's welfare is paramount and any necessary action is taken at the earliest opportunity.
- d) Provide safeguarding training to school staff as required.
- e) To supervise and facilitate supervision/team meetings primarily for Early Years staff and other staff when required.
- f) Maintain and keep updated the Child Protection area on KLZ.
- g) Maintain Child Protection files - ensuring that the paperwork is securely transferred (and a written receipt obtained) for pupils who leave the school. Obtain Child Protection file from other schools for new pupils joining the school.
- h) Contribute to Attendance Review Meetings with the school Administrator – review all pupils with less than 96% attendance (Project 96) and mutually agree what support/referral each family requires.
- i) Prepare the annual Parent Questionnaire and hand out during the spring Parents Evening for parents to complete. Analyse completed questionnaires and produce a report for the Leadership Team.

• **GENERAL ACCOUNTABILITIES**

- a) Liaise and be the point of contact with the local Foodbank and distribute food bank vouchers as appropriate.
- b) Maintain a presence outside in the morning (when children arrive) and in the afternoon (when school finishes) ensuring that gates are closed when everyone has gone.
- c) Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- d) Attend Parents Evenings to support the class teachers during Parents Evening Meetings.

• **SCOPE FOR IMPACT**

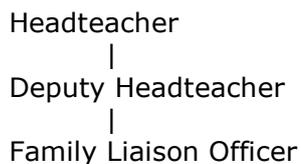
Support staff in schools make a strong contribution to pupils' learning and achievement. They provide support to teachers and schools allowing qualified teachers to make even more effective use of their time, professional knowledge, skills and understanding. FLOs contribute to pupils' learning and will have a significant impact on pupils' achievement.

• **JOB CONTEXT**

- a) The FLO will be expected to work effectively with individual pupils. The FLO would also be expected to work as part of the school team and contribute to plans to ensure the school meets its aims.
- b) The post holder must work within the relevant policies, codes of practice and legislation reporting any concerns to the relevant person.
- c) The post holder must have good communications skills to be able to inform, persuade, inspire and motivate pupils and provide feedback to other professionals and parents as required.

- **ORGANISATION**

(not Line Management responsibilities)



Agreed By Post Holder	Approved By Manager
--------------------------------	------------------------------

Equal Opportunities:

Evidence of a commitment to equal opportunities

Safeguarding/Child Protection:

Aylesham Primary School acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and KCC requirements.

FAMILY LIAISON OFFICER (FLO) - PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

- Knowledge and skills equivalent to national qualifications level 3.

KNOWLEDGE

- Previous experience of working with children and families in the public, private or voluntary sector.
- Experience of facilitating groups.
- Experience working within a multi-agency environment.
- Experience in child counselling or willingness to undertake training and lead counselling sessions desirable.
- Sound knowledge and understanding of child growth and development.
- Knowledge of the parenting needs of children.
- Knowledge of barriers to learning.
- Knowledge of the working practices and referral processes of relevant external agencies.
- Demonstrate an understanding of confidentiality and safeguarding / child protection issues in a school setting.

SKILLS AND ABILITIES

ESSENTIAL

- Has excellent literacy and numerical skills in order to complete detailed recording of data (for the school and LA) and produce reports.
- Computer Literate: Microsoft Office (Word; Excel; Outlook) and ability to be able to use other job related IT applications
- Excellent communication, listening and observation skills.
- Ability to deal with difficult/sensitive situations.
- Ability to manage confidential information.
- Organisational abilities and accurate record keeping skills.
- Ability to facilitate parenting skills.
- Good inter-personal skills.

DESIRABLE

- Ability to deliver the Solihull Parenting Course
- Has a child counselling qualification or is willing to undertake training
- The ability to listen, observe and contribute to discussions as required and to understand, interpret and follow instructions
- Good interpersonal and communications skills (face-to-face, phone and email) with adults and children: being able to listen, establish a rapport/ build a relationship constructively and understand/respect the need for confidentiality of information relating to the children and their families
- Self-motivated, self-confident, flexible (able to manage change), able to use own initiative and work in a very autonomous way. Have a high level of personal and professional organisation in order to meet deadlines (sometimes under pressure). Being able to direct, manage, set high standards and prioritise own time/workload
- Ability to identify changes required to work routines and act upon them.
- Ability to influence, encourage, persuade and negotiate with others to achieve desired results (e.g. to diffuse bad behaviour to ensure work is carried out in accordance with plans etc.)
- Commitment to support colleagues through effective teamwork and the ability to work as part of a team as well as being able to complete own workload
- A keenness to use, develop and update skills and abilities and participate on training courses when appropriate
- Sufficient knowledge related to a range of KCC services and activities in order to train, coach and/or mentor others