Family Liaison Officer Person specification



(E- Essential D- Desirable)

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| General heading | Detail | E/D | Examples |
| **Qualifications & Experience** | Specific qualifications & experience | D | A qualification working with children or families. |
|  |  | D | Educated to NVQ Level 2 or equivalent |
|  | Knowledge of relevant policies and procedures | D | Basic knowledge of First Aid and understanding of the School policies & procedures/Paediatric Frist Aid qualified |
|  |  | E | Previous experience of working with children and familiesin the public, private or voluntary sector |
|  |  | D | Previous experience of facilitating groups |
| **Skills and Abilities**  | Communication  | E | Excellent communication, listening and observation skills |
|  | Empathy | E | Ability to deal with difficult/sensitive situations |
|  | Confidentiality | E | Ability to manage confidential information |
|  | Organisational | E | Organizational abilities and accurate record keeping skills. |
|  |  | D | Ability to facilitate parenting skills.  |
|  |  | E | Good inter-personal skills |
| **Working with others** | Working in partnershipTeamwork | E | Understand and value the role of parents and carers in supporting children |
|  |  | E | Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults |
|  |  | E | Understand the role of others working in and with the school  |
|  | Relationships | E | Ability to work effectively and positively with a range of adults |
|  | Organisational skills | E | Good organisational skills Ability to remain calm under pressure |
| General | Child Protection  | E | Understand and implement child protection procedures  |
|  | Confidentiality/Data Protection  | D | Understand procedures and legislation relating to confidentiality and implement them  |
|  | CPD  | E | Be prepared to develop and learn in the role  |
|  | Performance Management  | E | Participate in annual performance appraisal constructively and positively  |