

Job Description		
Role Title	Typically reports to	
Family Liaison Officer	Headteacher or designated member of staff	
JE Code	Grade	Date of profile
E207	7	17/11/2021
Purpose of the role (job statement)		
<p>The post holder will be responsible for promoting excellent communication and positive relationships both in school and between school and home. To reach out to some of our hardest to reach families and to ensure the families are willing to work with us to support the development of the young people in our community. The role of the FLO is to assist in tackling underachievement by working in partnership with families, parents, carers and pupils in a school context to enable pupils, particularly the most disadvantaged, to have full access to educational opportunities and overcome barriers to learning and participation.</p>		
Main Duties:-		
<ul style="list-style-type: none"> • Developing home school links to encourage excellent communication between the school and families • Coordinate with all relevant staff within the school to ensure that all needs are identified and an appropriate intervention is put in place • Work with pupils experiencing social, emotional and behaviour difficulties/or at risk of social exclusion/disaffection and their families so they can participate fully in home and school activities in order to achieve their full potential • Help to improve attendance by monitoring, working alongside the HSLO's and offering assistance to students and their families • Support student in building positive relationships in school • Be available to support groups of pupils during the lunch period to help them in resolving conflicts and developing personal, social and emotional skills • Ensure that parents views are considered in the development of the school • Assist in active outreach to the most vulnerable families, including facilitating drop in surgeries and community events and visiting families at home to offer support services • Alongside the Pastoral Team, identify and engage with vulnerable families in order to create a bespoke package of support • Ensure families are fully engaged and involved in setting achievable and realistic goals and deliver solution focussed interventions that address the families' needs • Organise and run productive meetings between parent, pupils and teachers, and the schools' perspective is understood to achieve positive outcomes for all • To respond to referrals for short term work in order to effectively respond to the needs of parents/carers, children and young people. • Complete an initial assessment of families' needs so that you can identify and plan the support required to address issues and prevent any problems from escalating • Undertake regular caseload review meetings with individuals and families during home and community visits to ensure they're fully supported to progress and achieve desired outcomes • Work with colleagues, health and social care professionals and multi-agency networks to evaluate caseload needs and the progress that has been made • Manage your own workload, caseload, administration and diary commitments • Help children with learning and development • coach, mentor and motivate families to understand the benefits of relevant activities • Maintain accurate and up-to-date administration and caseload records, including reports of all interactions 		

- attend court sessions when relevant, for example in cases of child protection.
- To work proactively with colleagues and professionals in health, education, voluntary, private and community sectors to provide integrated packages of support to parents/carers, children and young people.
- To identify gaps in service delivery and engage communities and other professionals in effective collaboration towards positive solutions.
- To contribute to relevant information and advice systems in order to maintain consistent avenues of communication with parents/carers, children, young people and other professionals.
- Providing support outside of school term as required as part of contracted days

Responsibilities:-

- Adhere to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies
- ensure you're up to date on your knowledge of local service provision for appropriate signposting and referrals
- be aware of, and comply with, policies and procedures relating to child protection, health, safety and security,
- confidentiality and data protection, reporting all concerns to an appropriate person
- be aware of and support difference and ensure equal opportunities for all
- contribute to the overall ethos/work/aims of the school
- appreciate and support the role of other professionals
- attend and participate in relevant meetings, as required
- participate in training and other learning activities and performance development, as required.

Person Specification – Family Liaison Officer			
Area	Criteria Requirement - E = Essential - D= Desirable Assessment by Application =A Interview process = I	R	A
Skills Knowledge Aptitudes	• Suitability to work with children	E	A I
	• Committed to safeguarding and promoting the welfare of children and young people	E	A I
	• Committed to making a difference to the lives of young people	E	A I
	• Ability to relate to and promote the ethos of the school	E	A I
	• Calm, purposeful approach	E	A I
	• Self motivated and enthusiastic	E	A I
	• Adaptable, flexible and creative in a range of working demands	E	A I
	• Approachable and sensitive to the needs of staff, students and parents	E	A I
	• Resilient in stressful situations	E	A I
	• Discrete and aware of issues of confidentiality	E	A I
	• To have good attendance and punctuality records	E	A I
	• To be willing to undertake further professional development	E	A I
	• Ability to write good quality professional reports and effective recording skills	E	A I
	• Excellent organisational skills	E	A I
	• Observational skills	E	A I
	• Experience of working proactively with families to achieve positives outcomes	E	A I
	• Ability to work effectively in partnership with colleagues and professionals across a wide spectrum	E	A I
	• Experience of multi agency working	E	A I
	• Ability to engage with communities to identify need and empower participants	E	A I
	• I.T Skills	E	A I
	• Excellent oral and written communication skills	E	A I
	• Ability to embrace new skills	E	A I
	• Ability to relate to teachers, other professionals, parents and students	E	A I
• Ability to work as a member of a team and on own initiative	E	A I	
• An understanding of social exclusion.	E	A I	
• The ability to target excluded families and monitor services	E	A I	
Qualifications and Training	• Current NVQ level 2 in English and Maths or (equivalent)	E	A
	• NVQ level 3 in relevant discipline/job role (or equivalent)	E	A
	• Degree in Social Work or related subject	D	A
	• UK driving licence and use of a car as your work will involve visiting pupils' homes.	E	A

Experience	• Experience of working holistically with children, families and young people.	E	A I
	• Experience of working with children in need within the context of the Children Act 2004	E	A I
	• Experience of working in a multi-disciplinary environment.	E	
	• Experience of working towards specific targets/ outcomes/ performance indicators	E	A I
	• Experience of working as part of a team/partnership working	E	A I
	• Experience of direct work with children and families in disadvantaged areas	E	A I
Disposition	• Able to work on own initiative and as part of a team within minimal supervision.	E	A II
	• Able to empower parents in an appropriate way.	E	A I
	• A friendly, positive and flexible approach.	E	A I
Conditions of Service			
National Joint Council			

Signature of post holder _____ **Date** / /

Signature of headteacher _____ **Date** / /

This school is committed to safeguarding and promoting welfare of children and young people. Please note this position will require an Enhanced disclosure from the Disclosure & Barring Service.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. This document must not be altered once it has been signed but will be reviewed annually.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation with you.