

## Family Liaison Officer

### Job Description

**Job title:** Family Liaison Officer

**Salary:** SO1

**Hours:** 35 hours per week

**Contract type:** Permanent – 39 weeks per year

**Responsible to:** Headteacher

**Relationships:** Liaison with all school staff, parents, children, advisers and other professionals.

### Job Purpose

As a Family Liaison Office, you will offer a complimentary service to teachers and other staff, providing practical help and emotional support to families experiencing short or long-term difficulties.

Under the supervision of the Deputy Headteacher, you will take a lead in promoting good attendance.

Under the supervision of the DSL, you will take a lead in responding to safeguarding and child protection concerns across the school as a Deputy Designated Safeguarding Lead. You will develop strategies, resolve difficulties and provide support to build resilience in families, helping them to overcome barriers and ensuring children can reach achieve their full potential.

### Main duties and responsibilities

#### Tasks

This is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holders' responsibilities and duties.

#### Supporting Parents and Carers

- Offer support to families whose home circumstances appear to present a significant barrier to successful learning and attendance at school, and work with parents to help their children achieve their targets
- Target the support to those families who traditionally find it difficult to access services and whose children are at risk of poor outcomes.
- Undertake assessments of families as needed, producing written evidence of children's needs, parenting capacity and any family and environmental factors that may be impacting the children.
- Carry out actions arising from assessments, including designing and providing appropriate packages of advice, and creating a directory of resources, activities, organisations and support services which can be drawn upon by parents to support their children.

- Make accompanied home visits as and when required
- Increase the resilience of parents and their ability to cope with less reliance on services, through effective early intervention, building on their strengths, and empowering them to access support in a timely manner.
- Organise and facilitate parent workshops and social events in liaison with the leadership team
- Work on initiatives which raise the awareness of staff, parents/carers and the community on the importance of school attendance and punctuality.

### **Responding to concerns**

- Respond to safeguarding concerns and provide advice to colleagues, working closely with staff, parents and other agencies.
- Record, update and file concerns, ensuring there is a clear and comprehensive summary of the concern, details of how the concern was followed up and resolved, a note of any actions taken, decisions reached and the outcome.
- Liaise with relevant agencies including the local authority and the police.
- Attend and lead relevant safeguarding meetings
- Ensure awareness of school policy and procedures relating to Child Protection
- Act as a point of contact for safeguarding partners
- Attend and participate in relevant meetings such as Team Around the Child (TAC), strategy and child conferences as required
- Respond to welfare check requests from Children's Services, compiling reports in collaboration with teachers and the DSL
- Provide written reports for outside agencies, school leaders, and Governors

### **Managing and Sharing Information**

- Understand the importance of information sharing, within the school, with other schools on transfer, safeguarding partners, practitioners, and other agencies and organisations
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR)
- Manage the transfer of children's safeguarding documents when they join or leave the school, following KCSiE guidance.
- Consider whether it would be appropriate to share any additional information with the new school before the child leaves, to help them put support in place

### **Working with colleagues**

- Work effectively and collaboratively with colleagues to identify the needs of families, find solutions, and draw up a plan to best support them.
- Network with other professionals to share good practice.
- Attend and participate in multi-disciplinary meetings contributing to the sharing of information and/or planning in relation to specific pupils.
- Work with the local authority regarding the use of Education Supervision Orders to encourage students and parents/carers to work with the attendance service.

### **Professional Development**

- Undergo DSL training to gain the knowledge and skills required to carry out the role and meet the expectations set out in KCSiE, including those outlined in the 'training, knowledge and skills' section of Annex C
- Participate in relevant training which has been identified by the leadership team
- Undertake Prevent Awareness training
- Refresh knowledge and skills at regular intervals and at least annually

### **Providing wider school support**

- Undertake a range of administrative duties relevant to the post
- Alongside leaders, drive priorities outlined in our School Development Plan linked to engagement of the wider community
- Work with the school leadership team to contribute to the review and development of school policies and processes relating to attendance management and safeguarding, ensuring adherence to DfE guidelines
- Keep accurate, clear and concise records of all interventions and consultations
- Send half-termly attendance letters highlighting the current attendance percentage weighed against Local Authority and National Thresholds
- Ensure confidentiality is maintained at all times
- Any other duties relevant to the work of the post holder as requested by the Headteacher