

FAMILY LIAISON OFFICER (FLO)JOB DESCRIPTION

Salary

Range 5

Line of response ability

The FLO will be report to the Senior Leadership Team.

Job purpose

To engage with parents / carers and families to provide early intervention, support and guidance to increase engagement with the school and improve attendance and learning outcomes for pupils.

Duties and responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Head of Schools.

- Establish and foster good relationships with parents/carers of children at the school and encourage good home / school communication.
- Liaise with teachers and encourage effective dialogue between parents / carers and teachers regarding their child's progress.
- Provide advice and guidance to parents / carers to reinforce their self esteem and ability to provide good parenting.
- Share information on practical childcare and parenting skills, including meeting the emotional needs of children, consistent discipline, healthy eating and attendance.
- To work with parents / carers to identify why children are not achieving good attendance and assist in the implementation of measure to address this – ensuring records are kept and feedback provided to the Head of Schools and Community Leaders as appropriate
- To work with the Head of Schools and Community Leaders to develop action plans and undertake individual case work with families to support them in addressing issues which might be impacting on their child's learning.
- Encourage parental involvement in the school and its activities and deliver a range of family related activities to promote parental involvement in the school.
- To signpost families to sources of advice and guidance within the local community and via other agencies.
- To liaise with other agencies supporting families and assist with referrals as appropriate.
- To maintain accurate records and share information with colleagues as appropriate and refer on as required.
- Liaise with the school's child protection officer to ensure that the child's welfare is paramount and any necessary action is taken at the earliest opportunity.
- To undertake DSL training to ensure first knowledge of policy and practice.
- Supporting with screening and referrals relating to SEND

Operational

- To act as the initial point of contact for parents regarding attendance issues - providing routine advice as required and explaining attendance expectations to parents in accordance with school policies.
- To monitor the attendance of pupils in conjunction with Community Leaders, referring concerns to the Head of School.

- Hold meetings as appropriate with parents/carers and other professionals in relation to attendance and punctuality issues and to take notes and to provide follow-up administration.
- Ensure records are kept of meetings and follow up actions completed
- Regular liaison with Community Leaders across the Trust.
- To promote incentives for improving attendance within the school – including attendance certificates and prizes.
- To process and action pupil holiday requests, in conjunction with the school office.
- To issue routine correspondence to parents regarding attendance / absence requests in accordance with school procedure.
- To make referrals to the education welfare service including issuing of penalty notices.
- To undertake routine liaison with external agencies regarding attendance, – eg EWO / Attendance Service.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Offer support to members of staff as appropriate in carrying out home visits to students causing concern in terms of attendance and punctuality, providing parents/carers with necessary information and making appropriate referrals.
- Provide administrative support to staff in the application of appropriate sanctions in liaison with colleagues and other professionals.
- Receive visitors/callers to the school, for example, parents/carers, professionals from outside agencies, deal with enquiries as required, observing security requirements and maintaining confidentiality.

Administrative

- Ensure that all administrative duties, checks and documentation are completed to the required level of accuracy including returns and reports.
- To collate attendance data producing reports and prepare statistical returns regarding attendance.
- Take minutes/notes at associated meetings and circulate information as necessary.
- Maintain record and filing systems including student files.
- Deal with correspondence promptly and as required.

General

- Attend parents' evenings and open days/evenings as required.
- Attend relevant meetings and training sessions.
- Keep up-to-date with developments and changes in relevant legislation and guidance, and communicate appropriate information to colleagues.

FLO: PERSON SPECIFICATION

Essential	Desirable	Evidence
Qualifications and experience		
- Studied to a minimum standard of GCSE (grade A*–C) or equivalent, in English and mathematics. - Experience of working with children/young people. - Successful experience of working in a senior administrative role.	- Further education qualifications relevant in field. - Experience of working in a school or similar establishment. - Experience of making contact and dealing with external agencies.	- Application form - Letter of application - References - Interviews - Certificate(s)
Knowledge and skills		
- Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, parents/carers, students and other professionals. - Good standard of numeracy and literacy skills. - Ability to proficiently use office computer software including word-processing, spreadsheet, database and internet systems. - Ability to build and form good relationships with students, parents/carers, colleagues and external agencies, including social workers and the police. - Ability to work constructively as part of a team, understanding school roles and responsibilities including own. Ability to absorb and understand a wide range of information and deal with confidential issues appropriately. - Understanding of behaviour strategies	- Experience in the use of Arbor - Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation.	- Application form - Letter of application - References - Interviews
Personal qualities		
- Initiative and ability to prioritise own work. - Able to follow direction and work in collaboration with the line manager. - Able to work flexibly to meet deadlines and respond to unplanned situations. - Efficient and meticulous in organisation. - Desire to enhance and develop skills and knowledge through CPD. - Commitment to the highest standards of child protection and safeguarding.		- Application form - Letter of application - References - Interviews

Essential	Desirable	Evidence
• Recognition of the importance of personal responsibility for health and safety. • Commitment to the school's ethos, aims and its whole community.		