



Family Liaison and Support Partner

This position is for 32.5 hours per week, Monday to Friday term-time only.
Salary Grade is H5 – H6 (pro rata) depending on experience

Job Description and Person Specification

Job Description

Job Title: Family Liaison and Support Partner

Responsible To: Deputy Headteacher (Safeguarding & Pastoral Support)

Contract Type: full-time, term time only

Purpose of the Role: To provide high-quality pastoral and family support within a SEND school, working closely with pupils, families, staff and external agencies to improve outcomes for children and young people.

The Family Liaison and Support Partner will act as a key link between home and school, supporting families to access appropriate services and interventions, promoting safeguarding and wellbeing, and helping to remove barriers to education and engagement. They will be a crucial part of the school's safeguarding team and be the first point of contact for many families experiencing challenges.

The postholder will work collaboratively across all teams within the school and as part of a wider multi-agency approach.

Main Duties and Responsibilities

Family Support and Engagement

- Develop positive and professional relationships with parents/carers.
- Provide advice, guidance and practical support to families.
- Support families who may be difficult to engage or experiencing crisis.
- Promote effective home-school communication.

Pupil Support

- Provide emotional and pastoral support to pupils.



- Deliver targeted interventions and mentoring sessions.
- Facilitate 1:1 support sessions where appropriate.
- Support pupils during periods of transition, reintegration or emotional difficulty.

Safeguarding and Wellbeing

- Support safeguarding processes in collaboration with the DSL team.
- Maintain accurate and confidential records.
- Monitor and report concerns appropriately.
- Contribute to early help and child protection processes.

Multi-Agency Working

- Work effectively as part of a multi-disciplinary team (MDT).
- Liaise with external professionals and agencies.
- Support referrals to external services.
- Attend professional meetings as required.

Attendance and Inclusion

- Support strategies to improve attendance and engagement.
- Undertake home visits where appropriate and agreed.
- Help identify and reduce barriers to learning.

Staff Support and Training

- Prepare and deliver staff training where appropriate.
- Share knowledge and strategies that support pupil wellbeing and family engagement.

Administration and Professional Responsibilities

- Write professional reports and maintain accurate records.
- Prioritise workload effectively and work independently when required.
- Maintain professional boundaries and confidentiality at all times.
- Participate in supervision, training and continued professional development.



Person Specification

Criteria	Essential	Desirable
GCSE Grade C/4 or above in English and Maths (or equivalent)	✓	
Relevant professional qualification in childcare, youth work, family support, counselling, social care or related field		✓
Level 3 safeguarding qualification or willingness to complete	✓	
Experience of working within a multi-agency/MDT approach	✓	
Knowledge and understanding of children's services	✓	
Experience of writing professional reports and maintaining accurate records	✓	
Ability to independently prepare and deliver staff training	✓	
Ability to build positive relationships with parents/carers who may be challenging to engage	✓	
Ability to work collaboratively across all school teams and external agencies	✓	
Organised and able to prioritise workload effectively	✓	



Proactive and able to use initiative independently	✓	
Excellent verbal and written communication skills	✓	
Understanding of safeguarding procedures and confidentiality	✓	
Ability to maintain professional boundaries	✓	
Experience of working within a SEND setting		✓
Understanding and experience of working in a trauma-informed way		✓
Experience of youth work, mentoring or counselling		✓
Experience of facilitating 1:1 sessions for children and young people		✓
Experience of independently completing referrals to external agencies	✓	
Experience of supporting children and young people with SEMH needs	✓	
Experience of working with families in crisis or with complex needs		✓
Knowledge of early help processes and intervention pathways	✓	
Experience of attendance support and home-school liaison		✓
Understanding of attachment needs and adverse childhood experiences (ACEs)	✓	



Ability to de-escalate challenging situations calmly and professionally	✓	
Experience of delivering small group interventions		✓
Knowledge of mental health support services for children and families	✓	
Proficient IT skills including use of safeguarding and record-keeping systems	✓	
Full UK driving licence and access to a vehicle when required for home visits	✓	

Safeguarding Statement

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to an enhanced DBS check and satisfactory references.