

Job Description – Family Liaison Officer



Diocese of Salisbury
Academy Trust
'Beyond expectations for all of God's children'

Job Title: Family Liaison Officer (FLO)

Reports to: Headteacher

Liaison with: Headteacher, Assistant/Deputy Headteacher, Teaching Staff

The Family Liaison Officer will focus their work on preventative and early intervention activities. Provide support, information and education service to children and their families attending the school and investigate concerns raised by parents, pupils and staff. The key to this role is that the needs of the child are foremost.

Main Job Purpose:

1. Understand the primary rights and responsibilities of parents to raise their children, and support parents by helping them to improve their parenting skills

- Running informal and formal parenting interventions, including evidence-based parenting programmes, providing appropriate information or referrals.
- Promote high quality at home parenting such as promoting conversations between parents and their children, and encouraging authoritative rather than authoritarian discipline.
- Support for parents and for their children with early signs of social, emotional, health or behavioural issues, and work with them, school staff and other support agencies to prevent problems worsening and interfering with the child's ability to engage with school and learning.
- To provide transition support for parents/carers of children starting school and on transfer to secondary school and other life transitions where appropriate.
- To provide impartial information or referrals about national and local services available to parents, children and families including those provided by education, social care, youth justice, childcare providers, the voluntary sector and others, including facilitating swift and easy access to specialist services where appropriate through the use of the Common Assessment Framework.
- At the request of parents and the school to talk to children experiencing difficulties and convey the voice of the child to parents and school staff.
- Working with parents in a school context, supporting them and building their engagement with their child's learning.
- Support parents and their children through transitions to ensure continual engagement with school and learning.
- Work with children, developing positive relationships and providing appropriate support.
- Support children's mental health and well-being by helping them to deal with worries and problems.
- Develop home/school links, which encourage good communication between the school and families.
- Organise meetings, drop-ins and workshops at appropriate times to support parents' needs e.g. MHST and Family Link Worker.
- The running of courses, in school, with identified groups of pupils and/or parents and pupils, to promote the development of social, emotional and behavioural skills.
- Be one of the school's Deputy Designated Safeguarding Leads and fulfil associated duties.

2. School attendance and exclusions

- Identify parent's reasons for their children's non-attendance, and to work with parents and others to achieve regular attendance and reduce exclusion.
- Give close attention to early identification and prevention of absence habits.

- Work with parents to identify why their children are not achieving full attendance. Ascertain the probable causes of the absences and suggest and assist in the implementation of plans/action to resolve the situation, working closely with school staff, the child and the child's family.
- Enact the Attendance Management Process and support families to ensure improved attendance, following DSAT attendance guidance to ensure statutory obligations are met.
- Work closely with Education Welfare Officers and Inclusion Lead.
- Carry out home visits where appropriate to support parents in encouraging their children to maintain full and regular attendance.
- Build positive relationships with other agencies to ensure sufficient school/agency and self-referrals.

3. Reporting

- Maintain accurate contemporaneous records and all documentation pertaining to meetings/contact with children and young people and their families. Conducting reviews and assessment of the effectiveness of the work being carried out including evaluation of parenting courses by the delegates. Keeping informed records of all action taken to improve the attendance of pupils. All work to be carried out confidentially.

4. Liaison with other agencies

- Participating in internal and cross-organisation working groups as appropriate for exchange of information and best practice to promote integrated working practices. Attending such meetings as may be required to further improve attendance, help to inform other services. Keep up to date on the range of agencies working locally to maintain knowledge of services that parents might be signposted to.

5. Training and supervision

- Attend training and supervision as deemed appropriate for safe effective practice.

6. Other standard clauses

- All duties and responsibilities must be carried out with due regard to the school's existing policies such as Safeguarding, Health and Safety, Equal Opportunities.
- Any other duties and responsibilities within the range of the salary grade.

This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.

Person Specification – Family Liaison Officer



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	Essential	Desirable	Assessed
Qualifications	<ul style="list-style-type: none"> Ability to complete reports and produce monitoring information to a service standard. Evidence of ongoing professional development. 	<ul style="list-style-type: none"> NVQ Level 3 or above or willingness to undertake training Willing and able to undertake further relevant training as necessary. Willing to undertake training around a specialist area identified either in the project as a whole or a whole or a school. Recognised professional qualification relating to the Children's Services workforce. 	Application Form Interview
Knowledge and Understanding	<ul style="list-style-type: none"> Demonstrate and understanding of the primary rights and responsibilities of parents to raise their children. Knowledge and understanding of processes that facilitate consultation, participation and involvement of children and families. 	<ul style="list-style-type: none"> Knowledge of the issues affecting families and young people living in the local area. Knowledge of the range of partner agencies likely to be providing support within the local area 	Application Form Interview
Skills and Abilities	<ul style="list-style-type: none"> Ability to relate well and emotionally develop children. Ability to work in partnership with a wide range of organisations including schools and external agencies, both as part of a team and individually. Ability to establish the needs of families and signpost them to appropriate support and, where relevant, to enable families to manage their own issues. Ability to identify strengths and needs within individual families and schools and to build on these. Ability to engage and work effectively with children and families from a range of different backgrounds and parenting 		Application Form Interview

	Essential	Desirable	Assessed
	<p>situations and enable them to express their views and wishes.</p> <ul style="list-style-type: none"> • Good written and excellent verbal communication skills. • Good IT Skills 		
Working with others	<ul style="list-style-type: none"> • Experience of working with schools in a professional capacity. • Experience of working collaboratively with parents. 	<ul style="list-style-type: none"> • Experience of working with extended schools and Children's Centres. • Experience of developing and delivering parenting support. • Experience of working in a participatory role with children and families. • Experience of working with families with identified priority needs. • Experience of facilitating/chairing meetings. 	Application Form Interview
Personal Attributes	<ul style="list-style-type: none"> • Creative and innovative approach to developing response to need. • Willingness to work flexibly as part of a team, as well as individually. • Able to work in, at times, conflicting situations and where relevant to advocate on behalf of families and individual children. • Organised and able to prioritise work. • Committed to the importance of children's and parental participation. • Committed to equal opportunities and social inclusion strategies 	<ul style="list-style-type: none"> • A commitment to the TAF process and lead on TAFs where required. 	