

JOB DESCRIPTION

Job Title: Family Liaison Officer

Grade: 8

Point: 19 – 24

Responsible to: Headteacher

Responsible for: None

Job Purpose

To maximise the reach of the service to families and children in vulnerable circumstances. To co-ordinate and deliver outreach drop within the School. To assess family needs and provide direct support to those families. To lead on service user involvement by educating, supervising and developing both parents and young people to support active outreach. To seek development opportunity for the service in order to address unmet need – creatively finding additional resources and working in partnership.

Key External Contacts

Education Agencies, Schools, Parents & Carers, Suppliers and Contractors

Key Internal Contacts

School Staff, Academy Council, The School Community, Parents, Carers, Pupils and Central Trust Team;

Duties:

1. Establish and maintain good relationships with parents/carers and pupils within the school. Encourage parental involvement in the school and its activities and provide a link between home and school.
2. Work with parents to identify when their children are experiencing problems or barriers to learning. Ascertain the probable causes and suggest/assist in the implementation of plans/action to resolve the situation. Working closely with the school staff, the child and the family. Utilising the Peterborough Early Help process where appropriate.
3. To develop and deliver drop in support sessions on a variety of related topics for parents and carers of children and young people with additional needs and also for young people to develop confidence in putting forward their views.
4. Provide short term support to parents/young people identified at outreach sessions, build up a resource for signposting and to refer into in-depth casework provision of our service if required.
5. To create dedicated resources to engage under-represented groups and promote inclusion such as families where English is not their first language and also children and young people with a range of needs and of different age groups, in their support needs/plans and in meetings.

6. To proactively develop links with key contacts such as local community groups, colleges, early help and social care to increase referrals and participation from vulnerable children and families.
7. To actively share skill and learnings from direct work with vulnerable children and families groups with other team members and colleagues.
8. To provide families with accurate information on their rights, roles and responsibilities range of options and agencies that are available. Plan support to ensure the best use of time ensuring that the appropriate type of support is offered for the enquiry and throughout all casework actively empowering families to develop confidence and skills to advocate for themselves.
9. Ensure regular reviews of the effectiveness of the drop ins, seeking feedback from users and other stakeholders. Alongside manager identify targets and objectives for effectiveness.
10. Ensure own knowledge and information is maintained and undertake such training as appropriate to enhance skills in working with children/young people with special and often complex needs.
11. Undertake the completing of the necessary paperwork that is required within the role including referrals, ensuring GDPR compliance at all times.
12. Keep up to date on the range of agencies working locally in order to maintain knowledge of services that parents might be signposted to.

Responsibilities

1. To work in accordance with and contribute to the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job;
2. Be aware of and comply with all policies and procedures including those relating to child protection, health, safety and security, confidentiality, equal opportunities and data protection, reporting all concerns to an appropriate person;
3. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment;
4. Appreciate and support the role of other professionals;
5. Ensure the development and progression of equality within the sphere of responsibility to this post and the fair and equal treatment of all colleagues, children, parents and visitors;

Personal & Professional Development

1. Attend and participate in relevant meetings as required;
2. Participate in training, other learning activities and performance development;
3. To actively look for and participate in initiatives and opportunities to promote your own personal & professional development;

Confidentiality and Data Protection

1. To treat all information acquired through employment, both formally and informally, in strict confidence;
2. To be aware of the school's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this;
3. Be aware of and comply with policies and procedures relating to child protection reporting all concerns to an appropriate person;

4. Be aware of all documents produced during the time at the school remain the commercial documents of the school;

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other relevant and/or reasonable duties as directed by their Head Teacher/Line Manager commensurate with the skills, abilities and grade of the post.

To be alert to issues of child protection, ensuring that the welfare and safety of children attending the School/Nursery is promoted and safeguarded and to report any child protection concerns to the person responsible for child protection using safeguarding policies procedures and practice.

Prevent, identify and minimise risk of interpersonal abuse or violence, safeguarding children and other vulnerable people, initiating the management of cases involving actual or potential abuse or violence where needed.

Be aware of and update colleagues, as appropriate to comply with current legislation and policies affecting practice, e.g. Children's Act, National Service Frameworks, Safeguarding/Child Protection Procedures, Health and Safety and Data Protection 2018 guidelines.

Person Specification – Family Liaison Officer

JOB REQUIREMENTS	Essential	Desirable	Method of Assessment I/T/A*
<u>Qualifications</u>			
GSCE grade C or equivalent in English and Maths	✓		A
Degree educated or relevant professional qualification with experience of working with vulnerable children and families.	✓		A
<u>Experience</u>			
Proven experience of dealing with vulnerable families, including excellent interpersonal skills in working with children and young people.	✓		A
Detailed understanding legislative framework, that particularly affect SEN processes, admissions and exclusions.	✓		A/I
Experience of developing policies.	✓		A
Understanding of child protections/safeguarding procedures and ability to work within these procedures.	✓		A
<u>Skills, knowledge and Understanding</u>			
Good communication skills with a positive and enthusiastic approach.	✓		I
High level of personal organisation	✓		I
Able to prioritise and manage workload effectively to secure successful outcomes.	✓		A/I
Able to work calmly under pressure	✓		I
Careful attention to detail	✓		A/I
<u>Other Requirements</u>			
A commitment to on-going personal development and willingness to undertake appropriate training	✓		
Appointment to the post is subject to a satisfactory enhanced DBS check	✓		
Evidence of commitment to safeguarding and protecting the welfare of children	✓		
This post is exempt from section 4(2) of the Rehabilitation of Offenders Act, 1974, as the duties give you access to persons who are under the age of 18. Applicants are not entitled to withhold information about convictions, which would be regarded as spent for other purposes.	✓		

*I - Interview

T – Test/Presentation

A – Application Form