

## Job Description

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**Job title:** Family Liaison Officer  
**Reports to:** Head of College (Vice Principal)  
**Location:** Longfield Academy

### Purpose of Job

- To co-ordinate and manage the day to day liaison between the academy, parents, children and other agencies involved with vulnerable children, especially Persistent Absentees (PA).
- To work alongside the Designated Safeguarding Lead and to be fully aware of Child Protection issues.
- To be the channel of communication between SLT and Social Services for children who are classed as Children in Need or Child Protection.
- To keep staff fully informed of any issues that may affect children in their care.

### Dimensions

Budget – none

Number of children – Whole school – needs led

### Principal Accountabilities

- Provide weekly briefing sessions with SLT to discuss individual children and families.
- Liaise regularly with parents.
- If required, to attend CHiN, Child Protection and Core Group meetings involving children from the school.
- Involvement in Early Intervention meetings and manage some of the referrals.
- Coordinate any appropriate intervention to children and families that has been identified during meetings.
- Be responsible for the communication of child / family issues to appropriate staff.
- To work with the Designated Safeguarding Lead and to be trained and qualified to the same standard.
- Regular liaison with the families of children known to Social Services to provide relevant information to the school.
- Monitoring the attendance and progress of PA and supporting them in school.
- Keeping attendance trackers up to date in conjunction with Student Support Managers (SSM).
- Develop and carry out interventions with students / families to improve attendance.
- Carry out home visits where necessary to support parents / carers in encouraging their children to attend school.
- Coordinate the sending of attendance letters and referrals to KCC.
- Maintain case studies for leaders.
- In conjunction with the Principal / Designated Safeguarding Lead make referrals to Social Services when deemed necessary.
- Regular liaison with Trust AWO.

### Scope for Impact

- To enable teachers and Teaching Assistants to focus on the educational needs of the children.
- To provide appropriate actions for the children in school who are experiencing external pressures in their life and help them to gain full access to their education and maximise their learning potential.
- To reduce the number of children deemed to be PA.

### **Job Context**

- The post holder must have good communications skills to be able to inform, persuade, inspire and motivate pupils and provide feedback to other professionals as required.
- The post holder should have excellent interpersonal and communication skills in order to deal effectively with delicate and confidential issues that they will meet in the course of their duties.
- The post holder must work within relevant policies, codes of practice and legislation reporting any concerns to relevant persons

### **Organisation (not line management responsibility)**

Principal

VP - Behaviour & Attendance

AP - DSL

Family Liaison Officer

### **Safeguarding of students and Duty of care**

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

### **Notes**

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

## Person Specification – Family Liaison Officer

<b>Necessary experience</b>
<ul style="list-style-type: none"><li>● Good basic education with competency in literacy and numeracy.</li><li>● Willingness to undertake further training.</li><li>● Driving licence and car.</li></ul>
<b>Experience and attainments</b>
<ul style="list-style-type: none"><li>● Previous experience of working with children and families in the public, private or voluntary sector or working in a similar role.</li><li>● Some experience of working with external agencies, particularly Social Services, this should be as recent as possible.</li></ul>
<b>Skills and abilities</b>
<ul style="list-style-type: none"><li>● Excellent communication, listening and observational skills.</li><li>● Ability to handle confidential information and material.</li><li>● Excellent organisational abilities and accurate record keeping skills.</li><li>● Good interpersonal skills.</li><li>● Ability to facilitate groups and multi-agency meetings.</li><li>● Previous experience with inter-agency working – Health / Social Services etc.</li><li>● Ability to summarise and prioritise lots of different information</li></ul>
<b>Knowledge</b>
<ul style="list-style-type: none"><li>● Sound knowledge and understanding of child growth and development.</li><li>● Knowledge of the parenting needs of children.</li><li>● Good knowledge of Child Protection issues trained to the same level as Designated Safeguarding Lead.</li><li>● Knowledge of special educational needs.</li></ul>