

Community Support and Family Liaison Officer

NJC Pay Range	Band F
Responsible To:	Vice Principal

Main Purpose of the Post

- To collaborate closely with the Senior Leadership Team, external agencies, parents, carers, and the Attendance Team – both within the Academy and the wider community to promote a culture of inclusion and aspiration that values school, regular attendance, and student learning.
- To act as a coach/mentor to students and their families to help maintain high levels of attendance to the Academy.

Key Areas of Responsibility

Students

- Work with students and their families where attendance is a barrier and support them to identify the barriers to attendance and engagement.
- Promote understanding of attendance and the benefits of being in school within the community.
- Build close trusted relationships with students and families to ensure attendance to school is a priority acting as a bridge between home, school and community services.
- Work with individuals and groups of students who are at risk of underachieving due to low attendance.
- Withdraw small groups of students for attendance support.
- Develop and deliver family focused interventions (e.g. routines, behaviour support and parenting confidence).
- Undertake home visits and outreach work for students who have not been seen in a 2-week period and to promote regular attendance and support parents/carers in addressing challenges.
- Monitor student performance and set appropriate targets in line with whole Academy target setting and in conjunction with the attendance team, SLT and classroom teachers.
- Work with staff to promote and develop classroom strategies to support the learning and inclusion of targeted students.
- Support with parental communication and ensuring that key messages are received by families in the local community.
- Deliver induction programmes to students new to the Academy.
- Collate information about student achievement from subject staff.
- Create pathways for students with low attendance and coach them to support their attendance to the Academy on a daily basis.
- Support new students in accessing lessons and inducting them in Academy systems, policies and procedures.
- Provide support for target students during exam periods.
- Support staff and students during annual activities such as Work Experience and Options.
- Maintain accurate records of contact and interventions.
- Provide regular reports and updates to Senior Leaders and external agencies where relevant regarding casework, interventions and impact of engagement and attendance strategies outcomes.

- Support the work of the PA attendance bus each morning in picking up students on the daily route.
- Contribute to the additional extracurricular activities organised in the Academy.
- Support students in class if required.
- Support the Academy's behaviour policy both in classrooms and on corridors.

Community

- Work with the Attendance Team and Safer Schools Police Officer where needed to co-ordinate support for students at risk of underachievement due to attendance or wellbeing concerns.
- Collaborate with professional colleagues to develop and maintain close working links with parent / carers and support agencies.
- Develop and deliver family-focused interventions and workshops (e.g., routines, behaviour support, parenting confidence).
- Support families to access relevant services and outside agencies where needed.
- Liaise with outside agencies to support target students' curriculum and pastoral needs.
- Meet new parents/carers to collect information about new students and disseminating this to relevant staff.
- Contact and communicate with parent/carers of target students as appropriate.
- Attend parent evenings and community events at the Academy.
- Attend local primary school events.
- Time will be allocated each week to be spent in local feeder Primary schools to build close relationships with colleges in these schools and identify and support students and families who will transition to STWA in Year 7.

Working in Local Feeder Primary Schools

- Focus on early intervention in the Primary Phase to support smoother transitions into the Academy.
- Identify pupils that will transition to STWA in Year 7 with barriers to attendance and complete bespoke work with them to remove these barriers.
- Work collaboratively with Primary staff to build relationships with these pupils and their families.
- Support families and students in preparing for the secondary phase through targeted interventions.
- Provide continuity of support for identified students as they move across phases.
- Attend, when required, multi-agency and multi-disciplinary meetings.
- Uphold the safeguarding and confidentiality arrangements of the feeder primary school, ensuring compliance to the latest version of Keeping Children Safe in Education (KCSiE).

Other Considerations Relevant to the Role

- To work from an identified MLT location.
- To work with flexibility, travelling to and from Academies and other locations in the course of undertaking work duties.
- There may be occasion when the postholder is required to work flexibly outside normal contracted hours to meet the needs of the Academy.
- Follow the relevant safeguarding policy of the Academy.

The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility. This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Principal.

Supplementary Information

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Standards and Expectations

- Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
- Take responsibility for promoting and safeguarding the welfare of children, young people and adults within the organisation.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents/carers, governors and members of the local community.
- Regularly review own practice, set personal targets and take responsibility for own personal development.

Securing Policies and Compliance

- To apply Academy and Trust wide policy and procedures.
- To promote and safeguard the welfare of students and other adults within the Learning Trust by adhering to all statutory and associated workplace policies.
- To ensure compliance through quality assurance and evaluation.
- To report and advise on any matter that may place the brand and reputation at risk.

Leading People and Managing Performance

- To actively manage own performance and that of others, participating in the Trust's appraisal process as Appraiser and Appraisee.
- To ensure that Leaders receive high quality advice and guidance emanating from area of work/responsibility.

Engagement with Stakeholders

- To build and maintain effective professional relationships with relevant external stakeholders and service user groups.
- To lead and contribute to the development and delivery of staff and leader training and support across the Academy/Trust.
- To secure and actively engage with professional networks and collaborative arrangements with outside agencies and professional bodies associated with area of responsibility.
- To provide reports and updates to Leaders and Governors in relation to area of responsibility.
- To set clear standards for and expectations of communication with parents/carers and other key stakeholders ensuring follow up is timely, effective and appropriate.
- To work collaboratively with others to deliver added value to the Academy and Trust.
- To understand the changing community and ensure stakeholder satisfaction.

Other Considerations

- A Disclosure and Barring Service (DBS) check at Enhanced Level is required.
- A full driving licence is required
- The postholder is responsible for ensuring they have the appropriate business insurance to fulfil the requirements of the post.
- To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

This supplementary information forms part of the role description and should be used alongside the role specific information.

Maltby Learning Trust is committed to safeguarding the welfare of children and expect all staff to share this commitment. An Enhanced DBS Disclosure is required for all staff.