



Family Liaison Officer

JOB PURPOSE

To engage with families across the Harlow cluster of schools to coordinate and provide family support. To provide the schools, parents and wider agencies with advice and guidance. To coordinate and facilitate Parenting/Adult Education Programmes. To help children and families to overcome barriers and challenges in order to improve future outcomes. To improve outcomes for families.

KEY RESPONSIBILITIES AND TASKS

- Involvement in new pupils welcome process including carrying out home visits and follow up work
- Under guidance from the Head Teacher and the Senior Leadership Team, to engage with vulnerable families in order to formulate a package of support
- To act as a point of contact in school for families in need of support
- Work in close partnership with cluster-based staff members to identify and address key priorities in relation to attendance, attainment and behaviour
- To signpost parents, carers to the range of universal groups, support services and activities on offer, including Library services, out of school activities, web-based information i.e. Family Hub, Health services youth services and groups, debt advice etc.
- Liaise professionally with external agencies such as Housing, NSPCC, Home Start, Children's Centre, Victim Support
- Attend meetings as appropriate to support parents to understand and input fully
- To seek advice and guidance from safeguarding leads when working with a challenging family who are not meeting the agreed outcomes to discuss and agree future interventions
- To build effective relationship with families
- To provide opportunities for families to engage with the school before their child begins to establish support during pre-school when possible.
- To provide opportunities for families to engage with the school by sourcing or/and initiating shared learning opportunities e.g. adult education courses, parenting support
- To maintain regular contact with families of children receiving support to encourage positive families involvement in the child's learning
- Be visible "in the playground" for parents on a daily basis
- To ensure information is forwarded to the Safeguarding and Child Protection Lead as appropriate
- To be able to manage and respond to any changes in the families' circumstances, being particularly aware of the impact of any crisis events that may occur and ensuring all relevant agencies and school (s) are made aware of significant changes
- To be responsible for managing a caseload of families in the Harlow cluster
- To maintain record keeping in accordance with the policies and procedures in place in school, including case studies
- By spending time with pupils during lunch/play to help identify potential families in need of support
- Promote and support parent groups across the schools
- Host 0-3 playgroups in each school



SAFEGUARDING

Awareness of and compliance with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection reporting all concerns to an appropriate person.

ADDITIONAL DUTIES

- Awareness and support of equal opportunities for all
- Participation in training and other learning activities and performance development as required
- Completion of other duties of a similar level and responsibility as required
- Reflection on and development of personal practice
- The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time

JOB CONTEXT

The jobholder reports directly to the Inclusion Leader. He/she will be empowered to make and take decisions related to his/her accountabilities and responsibilities. Whilst there will be freedom to act independently, he/she should operate within the parameters as agreed by the Inclusion Leader.

CONTACT WITH OTHERS

To include:

- Headteacher; Assistant Headteacher, Inclusion Leader, class teachers
- Multi agency professionals

PERSON SPECIFICATION

- Excellent interpersonal and communication skills
- Ability to work individually as well as part of a team
- Able to manage time, workload and people effectively
- Good sense of humour
- Willingness to undertake further training
- Integrity, confidentiality and sensitivity
- Have an understanding of the local community and the challenges they face
- Be emotionally intelligent and able to empathise with people

KNOWLEDGE SKILLS AND EXPERIENCE

Essential

- Good understanding of the general aspect of child development
- Ability to assess progress and performance
- Understanding the role of others working in and with the school
- Understanding and value the role of parents and carers in supporting children
- Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults



- Ability to work effectively with a range of adults
- Know when, and how with whom to share information
- Ability to follow instructions accurately
- Numerate and literate
- Use of ICT packages
- Identify own training and development needs and cooperate with means to address these

Desirable

- NVQ Level 3 in Childcare, Health, Education, Social Care of Adult Learning Support
- CACHE Diploma in Childcare and Education
- BETEC National Diploma in Childhood Studies
- Certificate in Education
- Dip HE in Youth and Community Work