

## Family Liaison Officer

**Salary Grade:** UKAT Band C  
**Hours:** 37 Hours per week / Term time only  
**Responsible to:** Vice Principal Behaviour & Attitudes

### Purpose:

The post holder will work under the guidance of the Vice Principal for Behaviour and Attitudes in partnerships with AHT Pastoral / DDSL / Attendance Manager and SENCO to provide a personalised, whole family-focused response to meeting the needs of identified children, young people, and families in particular from disadvantaged backgrounds.

The post holder will maintain positive engagement with family members throughout the duration of interventions and their time at Brompton Academy. They will have responsibility for working with the wider inclusion team to plan their work to have a positive impact on the engagement of learners in their education resulting in increased attendance, reduced persistent absences and strong working relationships with families. They will be able to use evidence-based methodologies for responding to identified needs which achieve positive results. They will be able to use judgment to re-shape their responses to deal with new emerging needs and unforeseen issues, seeking guidance from senior colleagues and making practical decisions within closely defined policies and procedural guidance.

### Main Responsibilities

- To support pupils and to ensure that the school can meet their social, emotional and mental health needs including organising / signpost pupils to counselling, where applicable.
- Undertake support activities to respond to the unmet needs of families. Including undertaking early help assessments and referrals, developing smart action plans and delivering evidence based direct work interventions within a given framework, to improve outcomes for children, young people and their families, working alongside other key partner agencies.
- To work collaboratively with and as directed by the DSL / Deputy DSL / Attendance manager to support the safeguarding needs of students completing regular Keeping in Touch Visits where attendance is highlighted as a concern.
- To plan the logistics and implement specific programmes with individual pupils or groups appropriate to the developmental needs of individual children and remove barriers to learning.
- To assist in the devising and writing of pupil's support plans and statutory requests for EHCPs (Education, Health Care Plans) and their monitoring and review.
- Respect the confidentiality of children, young people and their families and ensure parents/carers understand when there is need to share information with others.
- Demonstrate consistently high standards of practice that put the needs of children at the forefront of all activity.
- Record their interventions and direct work with service users in a comprehensive, accurate and judgement free manner, applying suitable analysis to justify their defined course of actions.
- Work independently in response to the needs of families and seeking guidance and support from line manager when unsure, and/or to improve the quality of their interventions.
- Identify opportunities for improving day-to-day procedures and processes and discuss these with the Assistant Headteacher.
- Operating in accordance with school policy, procedures and relevant standards.
- Maintain accurate records, presenting and accounting for their work with children, young people and families as required, in term of quality assurance, audit and inspection processes.
- Support the development of partnerships and regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision for families in relation to early help service delivery and ensure that children and families receive the best possible service at the right time.
- Provide support and undertake administrative duties for young carers at the academy.

- Monitor, review and evaluate their own performance, taking appropriate corrective action as necessary.
- Flexible application of working hours to respond to periodic service needs to work outside of the school day in response to the needs of families

### **Organisational Citizenship**

- To participate in the whole staff performance management process.
- Display civic virtue and act as a role model for all stakeholders.
- Always adhere to professional and staff codes of conduct.
- As an employee to comply with the duty, under the Health & Safety at Work Act of 1974 and other relevant legislation, to take reasonable care when carrying out work duties and other activities, to avoid injury to oneself or to others, and to co-operate with the employer and others in meeting statutory requirements.
- Ensure complete commitment and compliance with safeguarding policies and procedures and promote the welfare of children and young people.

## Person Specification

**Post Title:** Family Liaison Officer

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE grade A-C including English/Maths</li> <li>• Evidence of Personal Development</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK Driving license</li> <li>• Designated Safeguarding Lead</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of, or the ability to demonstrate the competence to, work directly with individual children, young people and families to identify and assess their needs and make appropriate planned responses which seek to improve outcomes</li> <li>• Experience of supporting children</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families</li> <li>• Experience of supporting children from a disadvantaged background</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Working knowledge and understanding of the work practices, processes and procedures relevant to the role in early help</li> <li>• Empathy and sensitivity to the needs arising from a wide range of family dynamics</li> <li>• Good understanding of the developmental milestones of children and young people and the issues that affect them</li> <li>• Good analytical, assessment and critical reflection skills</li> <li>• Good written and verbal communication skills</li> <li>• Ability to influence others practice based on technical or professional expertise</li> <li>• Ability to build and maintain effective networks and relationships</li> <li>• Ability to work as member of a team</li> <li>• Ability to work without close supervision</li> <li>• Ability to interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service</li> </ul>	