**Support Staff Job Outline and Person Specification**

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| **Position Title** | Family Liaison Officer |
| **Location** | The Promise School |
| **Reporting to** | Principal |
| **Job Term** | Permanent |
| **Hours** | 0.6 FTE |
| **Work Pattern** | Full-Time (Part-time may be considered for suitable candidate) |
| **Salary** | £25,432 |
| **Organisation** | Dartmoor Multi Academy Trust |
| **Effective date of JD** | June 2022 |

**The Role:**

To provide high quality, well planned pastoral support and guidance to children and young people and their families in order to promote high expectations, raise aspirations and facilitate academic progress. To enable all children and young people to develop personal excellence and a sense of pride within the school.

**Key Responsibilities:**

* To identify children and young people and families in need of additional support and promote effective home-school partnerships.
* To engage with vulnerable children and families in order to formulate a package of support
* To act as a point of contact in school for children and families in need of support
* To build effective relationships with families
* To maintain regular contact with families of children receiving support to encourage positive family involvement in the child’s learning
* To monitor attendance, behaviour and achievement of targeted pupils.
* In conjunction with the class teachers resolve issues that are impacting on academic performance in a timely manner.
* Establish good working relationships with children and young people, acting as a role model and setting high expectations
* Provide consistent support to all children and young people, responding appropriately to individual needs
* Promote self-esteem and independence, employing strategies to recognise and reward achievement within established school procedure
* Use specialist (curricular/learning) skills/training/experience to support children and young people
* To ensure that parents/carers are fully involved in their child’s pastoral care by establishing regular contact with those in the most need.
* Provide mentoring to small groups of children to secure their academic progress.
* To track and evaluate the impact of support plans.
* Leading and supporting with EHAs, CIN and CP caseloads
* To prepare documentation for and liaise with stakeholders involved in the pastoral care of children and young people both within and outside of the school.
* Liaise in the community and with external agencies as directed to secure the wellbeing of targeted children.
* To ensure information is forwarded to the Designated Safeguarding Lead as appropriate
* To maintain record keeping in accordance with the policies and procedures in place in school, including case studies
* To undertake training and development relevant to the post and in line with the school’s priorities, especially safeguarding practice.
* To ensure case records are maintained in relation to the work done and to provide reports about the work undertaken to a variety of audiences.
* To contribute to the monitoring and evaluation of the services provided and ensure the information is recorded about the activities of the postholder and the service.
* To undertake any other duties as directed by the Principal.

Person Specification

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| ATTRIBUTES | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
| Education and Qualifications | Grade C/5 GCSE or equivalent in Maths & English  Level 3 in health, childcare, social care or equivalent qualification. | Safeguarding/Prevent qualification  Counselling skills  First Aid Training/qualification to run specific groups for children and parents |
| Competence, Ability and Skills | 2-3 years experience of working with children/young people and their families in a paid or voluntary capacity  Experience of working with people with challenging behaviour and evidence of ability to manage this successfully  Negotiation skills  Good communication skills - verbal, listening and observation  Able to think creatively and to problem solve  Ability to make independent judgements and exercise initiative within agreed limits  Organisational ability and accurate record keeping skills  Sound knowledge and understanding of child development and the needs of children  Awareness of the impact of family social and environmental factors on the life chances of children and young people  Understanding of the issues around keeping children and young people safe  Ability to develop respectful relationships with children, young people and their families  Ability to support people in distress/crisis  Ability to handle confidential and sensitive information  Ability to liaise effectively with a range of colleagues and professionals  Good verbal and written communication skills  Ability to keep accurate records and to understand and apply rules of confidentiality, only sharing information where appropriate in accordance with centre policy.  Holder of a full current driving licence and able to travel freely from place to place.  Ability to show empathy and understanding towards others and the difficulties they face.  To be able to build positive relationships with parents, children and other agencies | Good IT skills.  Experience of working with a variety of different agencies  Experience and ability in dealing with complex situations involving young people, families and staff  Ability to assess the needs of children and their families.  Ability to write clear comprehensive and legible reports.  Ability to prioritise own workloads and to recognise own coping mechanisms |