

Family Liaison Officer Job Description

“Unity is strength.....where there is teamwork and collaboration wonderful things can be achieved” **Mattie Stepanek**

As part of Delta, Education Trust, Harbour School Dorset’s vision is ***“Learning together in pursuit of happiness”***. This means we really care whether pupils love or hate their learning, so we work hard to create a space where pupils learn together to become knowledgeable, self-aware, independent and happy people who make a positive difference, wherever life takes them. We are looking for enthusiastic and inspirational Learning Mentor to share our vision in all they do.

Job Title	Family Liaison Officer
School	Harbour School Dorset
Grade	F
Hours	37 per week – Term time
Contract	Permanent
Any Special Conditions of Service	Driver with access to a car

Main Purpose of the job

To provide support to both families, pupils and staff to ensure all pupils are able to access their educational setting and thrive within education.

Duties and Responsibilities

You will:

- Plan preventative and early help interventions to help pupils to thrive by planning TAC/TAF/Provision meetings accordingly on request.
- Attend TAC/Provision meetings and take accurate minutes of the meetings and circulate to attendees/apologies within agreed deadlines.
- Ensure all actions recorded at internal meeting are chased up within agreed timeframes.
- Representing HSD alongside the class teacher for child protection, child in need, MACE meetings scheduled by the Local authority (social care).
- Review of weekly attendance data to determine any patterns of absence and liaise with relevant stakeholders accordingly.
- Pro-actively make phones call home for any student that has been absent for consecutive days when there has been no communication from parents.
- To build positive relationships with families and be a familiar friendly face to both pupils and parents/carers.
- To support the wellbeing of pupils and families by offering half-termly 1:1 tea and talk sessions for parents/carers and work with families to develop parenting skills.
- Signpost families to addition support interventions.
- Work with staff and families to set clear targets and boundaries that will be reviewed 6-weekly at provision meetings.

- Conduct fortnightly check-ins with SLT to ensure all students accessing part-time timetables remain correct and record correctly on the system.
 - Ensuring student profiles on MIS systems are correct and all involved professionals are listed and accurate.
 - Pro-actively monitor and schedule safeguarding check-ins with consistent non-attending students.
 - To be available to listen to parents/carers with any worries, concerns or feedback.
 - Manage the transition process of new students by booking and attending, alongside the class teacher, transition tours the term before student comes on roll.
 - Keep a record and update weekly the timetables on Arbor for students during their 6-week transition period, following this timeframe, schedule provision meetings for any students not going full time.
 - Carry out home visits where appropriate including prospective new students who are open to Children's Social Care.
 - Arrange a meeting or home visit with parents/carers following student's second week at HSD.
 - Log and record any safeguarding concerns on MyConcern and attend fortnightly internal safeguarding meetings with SLT.
 - Accepting feedback from parents/carers and if appropriate look into better ways of working.
 - Keep paperwork confidential and up to date.
 - Circulate updates and changes in pupil's provision to relevant parties.
 - Process referrals to Early Help and CAMHS, supported by SLT.
 - To attend group staff supervisions fortnightly to be aware of any student concerns and next steps.
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- Work in partnership with staff, SLT, families, and local authority workers to ensure the pupils are getting the right support across the board.
 - To be present at student entrance/exit.
 - Maintain the FLO tracker on Microsoft Excel ensuring it is always kept up to date.
 - Ensure all trackers are kept up to date and information is recorded on a daily basis.
 - Be responsible for booking meeting rooms and sending invitations to both internal and external bodies to attend meetings.
 - Ensure the re-organising of meeting cancellations, are managed appropriately and communicated to all parties.
 - Work in collaboration with FLO team and SEN Administrator to ensure all are aware of any arising issues and next steps.
 - Form good working relations with both internal and external teams such as, teachers, learning mentors, SEND, Early Help & Social Care.
 - Maintain up-to-date records and information on the school central database.
 - Develop and implement changes to the school office administrative systems, update manuals and guidance within the school with a particular focus on family support.
 - Conduct informative group tours for prospective pupil's parents.
 - When required, book re-integration meetings as per the student suspension process for fixed term suspensions.
 - Liaise with local authority taxi services for any changes required due to a change in a student's provision.
 - Obtain quotes from approved taxi companies when Dorset Travel are unable to support. Liaising with Dorset Travel to get the quote agreed.
 - Schedule transition meetings for phase transition leavers with the students next placement the term before they leave to support a smooth transition.
 - To offer check-ins with students/parents once a term following them leaving HSD to see how their chosen pathway is going.
 - To support the Internal Panel process by keeping a record of the discussions held.

- Support the Reception/admin team if required to welcome all visitors and to ensure security of the school.
- Undertake a range of other administrative tasks/duties, including maintenance of all student, personnel and other records.
- Undertake photocopying, filing and general office duties including minute taking if necessary.

Personal and professional conduct

- Develop effective professional and constructive relationships with colleagues
- Uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside school
- Understand and act within the statutory frameworks setting out their professional duties and responsibilities
- Contribute to the development, implementation and evaluation of the school's policies, practices and procedures, so as to support the school's values and vision
- Be required to safeguard and promote the welfare of pupils and follow school policies and the staff code of conduct.

Other

- Promote the safety and wellbeing of pupils
- Maintain good order and discipline among pupils, managing behaviour effectively to ensure a good and safe learning environment
- Be responsible for your health, safety and welfare in accordance with the School's policy and the Health and Safety at Work Act, 1974.
- Perform your duties in accordance with School's Equal Opportunities Policy and Safeguarding Procedures.
- Perform all duties efficiently and with the utmost care and confidentiality.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that you will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher or line manager.

Person Specification – Family Liaison Officer

Criteria	Essential	Desirable
Qualification and Experience	<ul style="list-style-type: none"> • Experience of using Microsoft Office • Demonstrable administration/clerical skills • Use of spreadsheets • Relevant experience of office work including databases and analysis of data. • Should have a minimum of 5 A*-C GCSEs qualification (or equivalent) including English and Mathematics 	<ul style="list-style-type: none"> • Experience of designing spreadsheets • Having worked in a busy school environment • RSA Stage III word processing certificate or Word Advanced (ECDL) or equivalent is essential.
Skills and Knowledge	<ul style="list-style-type: none"> • Communicate effectively both verbally and in writing to children, parents and professionals e.g. writing letters. • Prioritise own workload and manage changing and conflicting deadlines. • Ability to work in an organised and methodical manner • Ability to convey information clearly and accurately • Ability to maintain efficient record keeping systems • Ability to produce accurate and up-to-date records and reports as required • Ability to take personal responsibility for organising day to day targets • Ability to demonstrate basic keyboard skills for accurate computer input and retrieval • Ability to work effectively as part of a team • Ability to work in a discreet and sensitive manner • Work with a variety of professionals and agencies • Use own initiative and operate independently when required. • Maintain optimistic and motivational attitude to young people 	<ul style="list-style-type: none"> • Knowledge of strategies used in dealing with young people with ASC and who have experience trauma.

Personal qualities	<ul style="list-style-type: none"> • Share our vision • A commitment to getting the best outcomes for all students and promoting the ethos and values of the school • High expectations for children’s attainment and progress • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality • A belief that ALL students have the right to an education • Resilience – tomorrow is a new day with new opportunities 	
Other factors	<ul style="list-style-type: none"> • Willingness to work over student lunch hours • Satisfactory pre-employment checks including DBS, references and full career history • Willingness to conduct home visits 	