

Job Description

Job Title: Family Liaison Officer (Safeguarding & Attendance)

Reporting to: Head of School

Grade/Hours: **Scale 6, spine point 18 – 20**
Full Time/ Part Time, term time only

From: Sept 2026

Purpose of Post

- To provide support to the DSL (Designated Safeguarding Lead) and be an active DDSL (Deputy Designated Safeguarding Lead) as part of the School's Safeguarding Team.
- To develop and maintain effective and supportive mentoring relationships with vulnerable children, providing support and guidance by removing barriers to learning and school participation.
- To analyse whole school attendance data to identify key areas of concern.
- To work closely with pupils, staff, parents and carers to reduce levels of absence, and act appropriately when persistent absence becomes a safeguarding issue.
- To promote positive attendance as a whole school approach
- To be a point of contact for the community and to be instrumental in community initiatives that involve wider stakeholders.
- To work in partnership with parents and carers to develop their parenting capacity to improve their child's life chances.

Main Duties/Responsibilities

Child Protection and Safeguarding

- To support the DSL in ensuring the highest standards of safeguarding and child protection, including online safety and understanding the filtering and monitoring systems and processes in place.
- To understand and comply with safeguarding procedures and to take immediate and prompt action to safeguard children.
- Undertake all relevant training to keep yourself up to date with any changes or new legislation or requirements around Child Protection and Safeguarding.
- Maintain accurate records and support staff training related to safeguarding and ensure that all staff meet the statutory requirements.

- Attend a range of meetings including but not limited to; inclusion team meetings, Team Around the Family meetings, child protection, Child in Need, PEP, core group and review meetings, and attendance planning meetings as required.
- To assist staff in identifying children and families showing early signs of disengagement and those who would benefit from support to help overcome barriers
- Act as an additional point of contact for staff members raising safeguarding and child protection concerns and be available during all school hours during term time. In partnership with other stakeholders, identify pupils who may be at risk and use the correct referral protocol to reduce these risks.
- Respond appropriately to disclosures or concerns relating to the wellbeing of a pupil.
- Refer cases of suspected child protection issues to the appropriate investigating agency, e.g. children's social care services (CSCS), the police and Channel.
- Work closely with staff on safeguarding and child protection matters, ensuring that staff members understand when it is necessary for a referral to be made.
- Support staff members who make referrals to external agencies.
- Liaise with the LA and follow up any referrals made, and provide support to the LA on behalf of the school where necessary.
- To assess underlying reasons for disengagement and formulate an action plan that considers the social, emotional and educational needs of the child and family.
- To work in the best interests of the child and to maintain a focus on child outcomes at all times.
- To develop supportive mentoring relationships with vulnerable children, to perform other duties, e.g. structured playground support, developing social skills support, anger management support, in order to contribute positively to the development of individual pupils, their parents/carers and the school as a whole.
- To track, progress and maintain accurate and up to date records (i.e. training) on the school's management information systems.
- To establish and maintain positive working relationships with other agencies and the local community, including health, early help and social care, and voluntary and community sector providers.
- To monitor filtering and monitoring systems in place through regular checks for example using SENSO.Cloud

Attendance

- To liaise with the strategic lead for attendance and other admin responsible for attendance to report on whole-school attendance data and analyse data to identify key areas of concern.
- To report weekly on the attendance of Children Looked after to the relevant local authority

- To assist staff in identifying children and families showing early signs of disengagement and those who would benefit from support to help overcome barriers
- To assess underlying reasons for disengagement and formulate an action plan that considers the social, emotional and educational needs of a family
- Under the direction of the DSL, develop, agree and implement a time bound action plan with children and families based on an assessment of strengths and needs
- To maintain accurate records of work carried out with each family and young person.
- To work in partnership with parents and carers to develop their parenting capacity to improve their child's life chances.
- To share strategies to support children and families in school meetings when requested e.g. School Attendance Panels/ Early Help Meetings
- To be available for families to make contact and provide flexible support and carry out home visits with a colleague where necessary

Community liaison

- To assist school leaders in obtaining accurate feedback from stakeholders and present this information.
- To be instrumental in running community-based projects which enhance the school's contribution to the community it serves.
- To signpost families to community services to provide advice and support.

Transition

- To support children and families to manage transitions in their lives
- To support children identified for pre and post transition to secondary school, implementing the relevant interventions and working closely with the secondary schools to ensure a smooth transition
- To signpost families effectively to further specialised services

Working with others

- Act as a source of support, advice and expertise for all staff regarding child protection and safeguarding matters.
- Engage with children's social care and specialist services as required.
- Continuously keep the DSL informed of any safeguarding issues or ongoing enquiries.
- Support the DSL to ensure the governing board is kept up-to-date on a termly basis regarding all safeguarding referrals and investigations.
- To act as the first point of contact for the school's safeguarding partners: The LA, integrated care boards, and a chief officer of police from within the LA.
- Have a working knowledge of how LAs conduct a child protection case conference and be able to attend LA child protection case conferences and effectively contribute to these when required.

- Work with staff (particularly teachers, pastoral staff, the school nurse, IT technicians, the senior mental health lead and the SENCO) on safeguarding matters.
- Liaise with the mental health lead where safeguarding concerns are linked to mental health.
- Liaise with school nurse to ensure that CP health reviews are up to date and contact made where illness is linked to persistent absence.
- Promote supportive engagement with parents in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances.
- Support LMT and other key members of staff, in the promotion of educational outcomes by knowing the welfare, safeguarding and child protection issues that children in need are experiencing, or have experienced, and identifying the impact that these issues might be having on these pupils.
- Provide written reports to support LMT in reporting to the governing board
- Take part in strategy discussions and inter-agency meetings.
- To work with outside agencies and school leaders to apply and report on funding to support enrichment and specific activities or necessities, as appropriate.
- To develop payment plans directly with families when finance is a barrier to participation in wider school activities

Information sharing

- Ensure child protection files are kept up-to-date.
- Keep detailed, accurate and secure written records of concerns and referrals.
- Where necessary, securely transfer child protection files, and any additional safeguarding information considered appropriate, to other educational establishments, ensuring that confirmation of receipt is obtained.
- Understand the importance of information sharing with appropriate staff and external agencies.
- Work in line with relevant data protection legislation, including the Data Protection Act 2018 and UK GDPR.

Professional conduct

- Be responsible for the care, accuracy, confidentiality, security and maintenance of highly sensitive information, in accordance with GDPR regulations. Remain aware at all times of confidentiality and sensitivity requirements in relation to the service provided.
- To operate within agreed legal, ethical and professional boundaries when working with children and families and those involved with them.
- To adhere to the school guidance about lone working and conducting off site visits to ensure own safety
- Remain up to date and compliant with all relevant organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- To contribute positively to the wider school and community by supporting and driving projects and initiatives.
- To adhere to school policies practices and procedures and be an advocate for school safeguarding, anti-bullying, behaviour and online safety policies.

General

- To contribute to the overall ethos, aims and objectives of Clapham Manor Primary School and Nursery for example by attending borough wide meetings, sharing information and expertise to improve outcomes for children.
- To carry out all duties in accordance with the Equal Opportunities policy, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.
- To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.
- To have a due regard for safeguarding including social care thresholds and promote the welfare of children. To follow all associated child protection and safeguarding policies adopted by the Local Authority.
- To participate as required in appraisal and performance management processes and to take full responsibility for the implementation of own and continued professional development
- Work flexibly as may be required by the needs of the school and the vulnerability of the families, including occasional evening working
- To carry out any other reasonable duties as required or requested by the LMT, consistent with the purpose and the grade of the post.

Person Specification for Safeguarding and Wellbeing Lead

This person specification relates to the requirements of the post as determined by the job description. Please write a personal statement detailing how you meet the criteria below.

EDUCATION AND EXPERIENCE – TRAINING/QUALIFICATIONS	CRITERIA
At least 5 GCSE's with a Grade C in English and maths (or equivalent)	Essential
Minimum NVQ Level 3 qualification in related field	Essential
Early Help Assessment trained (EHA)	Desirable
Designated Safeguarding Lead Training	Desirable
PREVENT training	Essential
Knowledge and understanding of relevant legal frameworks such as child protection, safeguarding and data protection	Essential
Commitment to continuing professional development and willingness to undertake training as required to develop skills	Essential
Experience of working in a school environment or with children in another context or educational setting	Essential

PERSONAL AND PROFESSIONAL SKILLS AND DUTIES	CRITERIA
Experience of working with children and their families to provide early help and support	Essential
Experience of recording casework using data management systems	Essential
Experience of managing staff in an early help / case working capacity	Desirable
Ability to communicate effectively (both orally and in writing with a wide range of stakeholders) Produces clear, succinct and well-structured written work which creates a positive impact on the recipients	Essential
Engages with and listens to children and stakeholders on a regular basis in order to understand their needs and concerns	Essential
Ability to keep confidentiality and an understanding of confidentiality	Essential
Knowledge and understanding of child development	Essential
Understanding of the key issues and legislation relating to safeguarding and Keeping Children Safe in Education	Essential
Experience of supporting and impacting positively on children and families who are vulnerable and those with additional needs	Essential
Experience of pastoral support	Essential
Experience of completing referrals to outside agencies	Essential
Experience of working successfully with a variety of outside agencies including attending and contributing to multi-agency meetings	Essential
Ability to lead meetings	Essential

Experience of monitoring attendance and working with teams to increase attendance and punctuality including the Education Welfare Officer (EWO)	Essential
A proven ability to assess and review young people and family circumstances in order to plan an appropriate action plan.	Essential
Ability to facilitate learning, develop self-esteem and where necessary, take on a counselling role.	Essential
Proven record of good attendance and punctuality.	Essential
Proven ability to act as an effective advocate for children securing positive outcomes on their behalf.	Essential
Demonstrates sensitivity, respect and kindness towards children, ensuring their needs are met within any educational plans	Essential
Proven track record of making effective decisions based upon an analysis of all pertinent information.	Essential
Ability to adapt and contribute towards change in a positive manner. Spots opportunities or problems in own area and takes action to capitalise on opportunities or resolve problems	Essential
Is an advocate for equality of opportunity and respecting Diversity: Seeks to develop an understanding of different groups and individuals and works to ensure equitable and appropriate treatment for all.	Essential
Developing Productive Relationships: Builds positive and productive working relationships with a wide variety of individuals and groups.	Essential
Ability to collaborate and develop teams so that they positively contribute to the organisation	Essential
A desire to do something worthwhile for children and their families in order to understand their needs and to gain insights into how they think.	Essential
Proactively gets involved in projects that are outside of immediate work area that contribute to the development of the school and the wider community	Essential

There will be on-going training and professional development requirements for the appointed person in order to keep up to date with the latest legislation and guidance in terms of safeguarding