SUPPORT STAFF

JOB DESCRIPTION

ROLE TITLE	Family Liaison Officer
LOCATION	Westfield Primary Academy, flexible across the Trust
GRADE / SCALE POINT – SALARY	Grade 4 (below the bar)
REPORTING TO	Head of School

INTRODUCTION

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

To actively pursue the agreed aims of the school and wider Trust, maintaining an outstanding educational ethos, care for the pupils and respect for colleagues whilst undertaking all duties in a professional manner. There is an expectation all staff colleagues will secure a good or better education for all pupils and the continuous improvement of teaching and learning in the school.

KEY TASKS & RESPONSIBILITIES

Supporting families

- Establish and foster positive relationships with children and their families.
- To act as a point of contact in school for families in need of support.
- To maintain regular contact with families of children receiving support to encourage positive family involvement in the child's learning.
- Establish positive, constructive relationships with parents/carers and communicate information as required.
- Offer help and advice to parents/carers including promoting events in school and signposting to other agencies.
- Develop and enhance parental engagement with the school and other agencies.
- Strive to improve the lives of all vulnerable families.
- Build up a comprehensive knowledge of families so support can be signposted accurately.
- Encourage excellent relations and effective communication between families and teachers about children's progress.
- Ensure information is relayed to the DSL as appropriate and in accordance with the school's Child Protection and Safeguarding Policy.
- Participate in training events as required to ensure your knowledge is up-to-date and reflects excellent practice advice.

Supporting pupils

- Promote inclusion and acceptance of all pupils.
- Establish strong working relationships with pupils, acting as a role model and setting high expectations.

- Provide consistent support to all pupils, responding appropriately to individual pupil needs.
- Promote good pupil behaviour, dealing with conflict and incidents and encouraging pupils to take responsibility for their own behaviour in line with established school policy.
- Provide one-to-one support for pupils as and when required, including during typically more stressful times such as the lunch period
- Be an excellent role model for Westfield pupils and families in terms of emotional intelligence, standard English language usage and team work.

Supporting the school

- Be aware of, and comply with, all policies and procedures relating to child protection, health and safety, security and data protection.
- To support the senior leaders in identifying possible under attainment and underachievement linked to poor attendance or other external or internal barriers.
- Accompany teaching staff and pupils on visits, trips and out of school activities as required.
- Keep full and accurate records and all relevant documentation relating to meetings and contact with children and their families ensuring confidentiality of all documentation.
- Share with the Headteacher any safeguarding / child protection concerns and maintain confidentiality.
- Liaise professionally and establish constrictive relationships with external agencies and attend multi-agency meetings as appropriate
- To complete appropriate referral forms to external agencies as and when required

SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.

2. Participate in training and other learning activities and performance development as required.

3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.

4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.

5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.

6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Training		Childcare qualification First Aid Training
Competence Summary (Knowledge, abilities, skills and experience)	Experience of working with families children/young people in a statutory, health or voluntary setting Experience of working with families in a multi-racial community Knowledge and understanding of children and their families and the challenge that they can face Demonstrable knowledge and understanding of child development and Eary Years, Foundation and Key Stage 1 An understanding of good practice in work with children and families Ability to support people in distress / crisis Ability to use clear language to communicate information unambiguously Ability to listen effectively Experience of forming, developing and maintaining partnerships with a wide range of agencies and service providers Ability to negotiate effectively with adults and children Creative thinking Problem solving Ability to manage forms and paperwork Competent use of IT packages including word processing, excel and other relevant systems Ability to plan, organise and prioritise work in an effective and productive manner Demonstrate an understanding of confidentiality and safeguarding/child protection issues in a school setting Ability to make independent judgements and exercise initiative within agreed limits	Experience of working with disabled children Experience and ability in dealing with complex situations involving young people, families and staff Ability to assess children and their families A working knowledge of Children Act 1989 & 2004 Knowledge of benefits, ability to help clients and budgeting
Work-related Personal Requirements	Need for flexibility in fulfilling job and requirements and in the evolving nature of the job Ability to work unsupervised, by self-servicing and prioritise work effectively Willingness to use supervision and training to improve practice	

	Ability to liaise with a range of colleagues and professionals Car driver/daily use of a car Understanding of team work Ability to translate and interpret legislation into layperson's English	
Other Work Requirements	Commitment to Equal Opportunities	