

QUEEN'S MANOR PRIMARY SCHOOL

Job description

Home School Liaison Officer

Location:	Queen's Manor Primary School
Reporting to:	Designated Safeguarding Lead (DSL)
Hours of work:	20 hours per week, 8.30am – 12.30pm, Monday – Friday TTO plus 2 weeks, 41 weeks
Salary:	Actual £15,741 p.a. FTE £32,537 p.a.

Role Purpose

To act as the key contact in the school for vulnerable families, working with school staff to identify children and families who could benefit from additional help and ensuring their safeguarding needs are met. Facilitating help for vulnerable families and monitoring on an ongoing basis to ensure assistance is effectively utilised.

To manage the daily attendance across the school in conjunction with the persistent absence issues, involving families and external agencies as required to ensure the best outcomes for the children.

Family Liaison

- Work closely with class teachers and the Senior Leadership team to identify children and families who would benefit from a referral to any external agencies and to make these referrals in collaboration with school staff.
- Build and sustain relationships with partner agencies in order to effectively signpost families to appropriate support to meet the needs of vulnerable children and young people.
- To persuade, empower and motivate families to engage and overcome barriers to change.
- To ensure that vulnerable children and those with a need achieve a sense of stability, safety and permanence to enable them to thrive within their community and achieve their full potential
- Responsibility for the management of and 'on the ground' coordination of the induction process for new children and families
- To be fully conversant with the school's policies and procedures and to implement them accordingly and act as liaison between the class teacher and other school personnel as required.
- To attend staff meetings and briefings and attend in-service training as part of ongoing professional development.
- To coordinate and run the parent representatives/parent group in each school
- Support the governor responsible for parent/family liaison as required.

- Any other duties as reasonably requested by the Head teacher

Safeguarding

- As the Deputy Safeguarding Lead, to take a primary role in school with respect to all safeguarding matters.
- To prepare for and attend multi agency meetings regarding safeguarding and child protection, liaising with other school staff to gain required information in advance, and to feedback to the school pertinent points from the meeting.
- To assist and supervise the welfare and safety of the children, both inside and outside the classroom, including the delivery of first aid.
- To maintain appropriate records as required and to ensure that all matters are communicated efficiently and promptly on a need to know basis.

Attendance management

- Develop a comprehensive understanding of DfE school attendance codes
- Check attendance registers on the Management Information System (MIS) Arbor each morning and afternoon to ensure all classes have been completed accurately by teachers
- Print the emergency evacuation register daily
- Record parent/carer absence calls and messages on the MIS and ensure that the reason/ any other pertinent information is documented.
- Send text messages or make phone calls to parents on first day of absence.
- Ongoing and regular monitoring of attendance and punctuality for all pupils to identify and track the progress of children with punctuality and attendance concerns and monitor progress made by these pupils.
- Liaise with the Senior Leadership team, Inclusion Manager and other relevant staff regarding students who are of concern.
- Encourage and persuade parents and carers to secure high levels of attendance. To raise attendance issues with parents; meeting parents in order to support them to improve attendance and monitor the impact of actions.
- Lead the weekly school attendance meetings.
- Attend meetings with the Early Help service as a representative of the school and liaise with relevant staff and outside agencies that can support students in successfully improving their attendance.
- Produce a half termly summary of attendance across the school and any other reporting on attendance as required by the SLT or Governing Body.
- Ensure all documentation related to persistent and long term absence including conversations with parents and carers is documented on CPOMS and where relevant filed in pupil files.
- Conduct home visits for vulnerable pupils who are absent from school and the school is unable to make contact with the family/carers.

Administration

- Management and coordination of before and after school clubs
- Cover the Receptionist role during lunch times
- Provide other administrative support as and when needed

Culture

- Support the school's values and ethos by contributing to the development and implementation of policies practices and procedures.
- Help create a strong school community, characterised by consistent, orderly behaviour and caring, respectful relationships.
- Maintain confidentiality and a professional relationship with the parents in all matters
- Help develop a school culture and ethos that is utterly committed to achievement.
- To be active in issues of student welfare and support.
- Support and work in collaboration with colleagues providing support as required.

This document is considered to provide an outline of the areas that this role involves. This document does not preclude the post holder developing systems and structures not specifically mentioned but related to his/her broad areas of responsibility. The roles outlined above are indicative and do not preclude anything else which may be reasonably requested commensurate with the post held and duties undertaken.

Person Specification

Post: Family Liaison & Attendance Officer

Responsible to: Designated Safeguarding Lead

	ESSENTIAL	DESIRABLE
QUALIFICATIONS/ EDUCATION	<ul style="list-style-type: none"> GCSE/A levels (or equiv) Maths and English 	
EXPERIENCE	<ul style="list-style-type: none"> Experience of working with families and children Experience in referral and assessments Understanding of the needs of children and young people, particularly those with complex emotional, social or medical needs and behavioural difficulties General knowledge of administrative and office procedures 	<ul style="list-style-type: none"> Pupil MIS experience eg SIMS, Arbor, etc. Experience of working within a school or other educational setting
SKILLS	<ul style="list-style-type: none"> Good numeracy/literacy skills Competent in the use of a wide range of ICT packages including Microsoft office: Word; Excel; Ability to communicate effectively, verbally and in writing, with members of the public, colleagues, pupils and official visitors Ability to prioritise own workload and identify problems that may require actions by others Work constructively and flexibly as part of a team, understanding school roles and responsibilities. Ability to establish, improve and develop systems 	<ul style="list-style-type: none"> Intermediate or Advanced use of ICT packages
QUALITIES	<ul style="list-style-type: none"> A highly professional approach to their work Ability to maintain confidentiality and a professional relationship with the parents in all matters concerning the pupils and the school. Ability to actively seek professional development opportunities that would benefit the needs of the pupils and families. The ability to thrive in a 'no excuses' culture Great energy, enthusiasm and hope A real drive to make things happen A passionate desire to make a difference Good sense of humour 	