

## Job Description and Person Specification

<b>Job Title:</b>	Family Liaison Officer
<b>Service Provision:</b>	Churchward School
<b>Job Family:</b>	Teaching & Learning
<b>Line Manager:</b>	Assistant Headteacher
<b>Salary/Grade:</b>	Brunel Grade C 1 - 5
<b>Annex:</b>	Please ensure you refer to Annex 1 with this job description

As a Family Liaison Officer (FLO) you will act as a vital link between the school, students, and their families, primarily focused on supporting attendance, engagement, and overall well-being. Be the first point of contact for parents, offering guidance, advice, and support to help families navigate school policies and procedures, and address any challenges or concerns that may arise. The post holder will be based in the provision but will be required to undertake home visits and meetings at different venues.

### Key accountabilities, duties and responsibilities

- Monitor attendance data, identify patterns of absenteeism, and work with families to address the underlying causes, such as transportation, health issues, or family circumstances.
- Encourage and facilitate parent involvement in their child's education, including parent-teacher conferences, school events, and volunteer opportunities.
- Provide information, advice, and guidance to parents regarding school policies, procedures, and resources, both within the school and in the wider community.
- Build relationships with other agencies, such as social services, health services, and community support organisations, to ensure comprehensive support for families.
- Assist with the transition of students into and out of the school, providing support to families during significant changes in a child's life.
- Provide targeted interventions and support to students and families who are experiencing difficulties, such as those with emotional or behavioural challenges, or who are facing family breakdowns.
- Stay up-to-date with relevant legislation, policies, and best practices in areas such as safeguarding, special educational needs, and family support.
- Supporting the role of parents in Students' learning and contribute to/lead meetings with parents to provide constructive feedback on Student progress/behaviour etc.
- To liaise, when needed, with parents keeping them fully informed about any issues or concerns that arise.
- To work alongside the attendance team to identify children who need support and plan provision.
- Work effectively and collaboratively with teachers, support staff and external support as required to ensure effective support provision for all our students.
- Make home visits to talk to parents about issues and to offer advice about strategies to deal with problems – complete the EHCP form with parents
- Attend parent's evenings to support families and students and advise parents on attendance matters, behaviour strategies and parenting skills where appropriate.
- Liaise with relevant professionals and individuals, e.g. education welfare officer, educational psychologists, the police and social services



- Undertake a range of administrative duties relevant to the post, which includes maintaining accurate electronic records, preparing written reports and evaluations & sending letters to parents.
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of Students.
- Deliver workshops and other events promoting positive family relationships
- To work alongside the safeguarding team of Churchward School

<b>Tasks/duties</b>	<b>Essential skills</b>	<b>Desirable skills</b>
Qualifications and Training	<ul style="list-style-type: none"> <li>• GCSE English &amp; Maths (Grade AC or equivalent)</li> <li>• Good ICT skills, including use of Microsoft Word &amp; Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 or 3 SEND Qualification</li> <li>• Strong ICT skills</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Proven ability to deliver support to families/carers</li> <li>• Awareness &amp; understanding of supporting students &amp; their families with mental health</li> <li>• Commitment to integrated and multi-agency working</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with Students with SEND</li> <li>• Experience with use of technology and in particular of inputting information into recording system</li> <li>• Experience working with families in the home</li> <li>• Ability to both lead and support in the delivery of training to colleagues, families and the wider community.</li> </ul>
Skills and Abilities	<ul style="list-style-type: none"> <li>• Proven ability to communicate effectively with Students &amp; Families/carers</li> <li>• Punctual, polite &amp; professional</li> <li>• Be motivated, able to use initiative and work independently to meet challenges positively</li> </ul>	<ul style="list-style-type: none"> <li>• To use your own skills &amp; interests to enhance the relationship with families/carers</li> <li>• Be aware of how to support your own well-being and the well-being of others</li> </ul>