

### Job Description

<b>Job Title:</b>	Family Liaison Officer
<b>Grade/Salary:</b>	Grade 7 (Scale Point 18 – 23)
<b>Reporting To:</b>	Senior Leader

#### Job Purpose

- To increase pupil attendance across the school;
- To work with families to create strong relationship between school and family to identify barriers in the home and in school to help support improved attendance.
- To challenge and educate family and student views on attendance.
- To facilitate effective partnerships between parents, families and the school and its partners;
- To liaise with staff, parents, colleagues across the Trust, other education institutions and multi-agency partners to support pupil’s progress and overall development;
- To lead any statutory action in relation to non-attendance and education welfare.
- To engage with the wider school community in order to educate and improve engagement.
- To foster a sense of belonging between student, family and school.

#### Key Responsibilities and Accountabilities

**The post holder will:**

- Provide leadership and management for school attendance strategies and engage with parents and families to improve pupil attendance rates;
- Arrange and carry out home visits, or on-site visits, to explore and offer support to improve pupil attendance;
- To plan and lead community engagement events.
- Develop processes and procedures to improve the attendance systems through data analysis, pastoral information and other evaluation methods;
- Record and maintain accurate pupil records, in line with Data Protection/GDPR legislation and Trust policy and procedures;
- Take part in internal meetings, leading the sharing of information and ideas, and positively promoting and providing guidance on Trust/school policy and procedures where necessary. Where there are areas of concern, or potential underperformance liaise with colleagues as appropriate;
- Have an up to date knowledge of legal proceedings and lead any statutory action over on-attendance cases when necessary, including presentation of cases in court. (As defined by the Education Act 1996 and other relevant legislation);
- Invoke and participate in Child Protection procedures, as appropriate, including making an education contribution at case conferences, multi-agency meetings and others;
- Prepare reports, assessments and provide other data, as required;
- Act as a role model and actively demonstrate understanding of Trust policy and procedures to pupils, staff and parents;
- Remain informed and up to date around national initiatives and good practice as it relates to pupils and attendance and education welfare, and provide relevant advice, information and support to

colleagues and other partners;

- Create strong links with the wider community to enhance the curriculum and culture of achievement within the Trust.

### **Contribution to whole school**

- Comply with, and assist, with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting concerns to an appropriate person;
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop;
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of pupils;
- Take the initiative as appropriate to develop appropriate multi-agency approaches to supporting pupils;
- Recognise own strengths and areas of specialist expertise and use these to lead, advise and support others;
- Deliver out of school learning activities or duties within guidelines established by the school;
- Contribute to the identification and execution of appropriate out of school learning activities, which consolidate and extend work carried out in class.

### **Core responsibilities and duties**

#### **All postholders are required to:**

- Ensure that you understand and comply with the Trust Health and Safety Policy by following the relevant procedures that are in place;
- Read, uphold and promote the safety and well-being of pupils as set out in the Trust safeguarding procedures;
- Promote high standards of personal professional conduct in accordance with the Trust Employee Code of Conduct;
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, data protection and confidentiality, reporting all concerns to an appropriate person;
- Be aware of and support difference and ensure equal opportunities for all;
- Contribute to the overall vision and values of the Trust;
- Appreciate and support the role of other professionals;
- Work effectively as part of team;
- Attend relevant meetings, as required;
- Participate in training and other learning activities and performance development as required;
- Treat all users of the school with courtesy and consideration;
- Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all;
- Be proactive in seeking appropriate advice and guidance where required;
- Flexible and willing to work between different sites as required.

The duties and responsibilities highlighted in this description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

### Person Specification

No.	Categories	Essential or Desirable	Assessed by:	
			App Form	Interview or Task
<b>Qualifications</b>				
1.	5 or more GCSEs at Grade 4/Grade C or higher, including English and Maths (or equivalent grades/qualifications);	E	✓	
2.	Education to degree level or equivalent relevant experience;	D	✓	
3.	Understanding of Safeguarding and Child Protection issues;	D	✓	✓
<b>Experience</b>				
4.	Experience of basic technology, PC, internet, MS Office packages;	E	✓	✓
5.	Experience of successfully working with identified disaffected pupils, or groups of pupils (of a relevant age to the setting);	E	✓	✓
6.	Experience of forging community/voluntary/parent and partner agency links;	E	✓	✓
7.	Experience of working with young people to improve their attendance;	E	✓	✓
8.	Experience of conflict resolution;	E	✓	✓
9.	Experience of leading or managing a team;	E	✓	✓
10.	Experience of leading a community project/area of school development;	D	✓	
<b>Abilities, Skills and Knowledge</b>				
11.	Work as an effective team member and apply directions/instructions;	E	✓	✓
12.	Innovative approaches to working with pupils, parents, the local community and multi-agency partners in relation to attendance, behaviour and inclusion strategies;	E	✓	✓
13.	Understanding of pupil's welfare and pastoral needs;	E	✓	✓
14.	Full working knowledge of relevant policies/codes of practice legislation and statutory provisions relating to education welfare and non-attendance;	E	✓	✓
15.	Understanding of equal opportunities issues and the need to make reasonable adjustments, where required;	E	✓	✓
16.	Ability to participate professionally in meetings;	E	✓	✓
17.	Able to organise, lead and motivate a team, this includes holding performance reviews;	E	✓	✓
18.	Ability to relate well to children and young people;	E	✓	✓

19.	Well-developed analytical, planning and organisational skills;	E	✓	✓
20.	Able to communicate effectively with young people and adults (parents, other staff). Able to negotiate and network through highly developed inter-personal written, verbal and presentation skills to a range of audiences;	E	✓	✓
21.	Deal with pupil's personal and other crisis;	E	✓	✓
22.	Prioritise, plan and direct the workload of self and others, balancing long and short-term priorities;	E	✓	✓
23.	Able to use initiative and develop creative and imaginative solutions to solve problems;	E	✓	✓
24.	Set high standards and provide a role model for pupils and staff;	E	✓	✓
25.	Able to seek support, when required;	E	✓	✓
26.	Evidence of sound judgment skills;	E	✓	✓
27.	An excellent record of attendance and punctuality;	E	✓	
28.	Enjoyment in working with young people and families;	E	✓	✓
29.	Reliability, integrity and stamina;	E	✓	
30.	Respect confidentiality;	E	✓	✓
31.	Commitment to personal development and learning;	D	✓	✓
32.	Think clearly in emergency situations.	D	✓	✓