

Family Liaison Officer
Job Description

POST TITLE: Family Liaison Officer

RESPONSIBLE TO: Head Teacher, Group Commercial Director

LIAISON WITH: Pastoral Manager, Senior Leaders, Key Workers

OVERALL RESPONSIBILITIES

To facilitate the educational partnership between home, school, wider school community and Local Authority, by support, liaison and negotiation; and where conflict arises to act as a facilitator in finding successful resolutions.

- Actively promote the Witherslack Group, aims and objectives.
- Comply with all Witherslack Group policies and procedures.
- All staff commit to the safeguarding and promoting of the welfare of children and young people.
- Adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- Attend relevant school meetings, as well as any other relevant meetings associated with this role.
- Meet with school staff, pupils and parents to identify problems and possible solutions.
- Complete administrative tasks such as writing up case notes, sending letters to parents, preparing school reports and building a rigorous evidence base of intervention.
- Any other reasonable duties as required by the Head Teacher.

GENERAL DUTIES

Referrals and admissions

- To manage parental and local authority enquiries regarding potential referrals and liaise with the referral team.
- To assist with the admission and induction of new pupils through processing incoming pupil referrals, and producing the necessary referral documentation in conjunction with the Head Teacher.
- To co-ordinate and conduct admission interviews in conjunction with the Head Teacher.
- To co-ordinate the admission and induction processes for new pupils, to ensure that the needs of transitioning pupils are effectively met, this will include active participation in the sharing of key information with staff teams through IEP's, Pupil profiles, Placement Plans etc.

Attendance

- To take supportive/remedial action in respect of individual absentees, to secure their regular attendance at school.
- Give advice and support to schools on policies/procedures/strategies in relation to the whole school approach of managing individual pupil attendance.
- Monitor and record the outcomes of planning with parents/pupils and schools to improve attendance, maintaining efficient and contemporaneous notes and records.
- Monitor the effectiveness of schools policies/procedures and strategies in relation to individual and whole school approaches to managing attendance.
- To advise and assist parents and pupils to reduce pupils' absenteeism, and to provide liaison between pupils, the school and/or parents to secure pupils' regular attendance at school,

including assisting in identifying problems of which a pupil's irregular attendance may be a symptom.

Family, Community, and Multi Agency Liaison

- To work directly with children and their families in the community, within their homes as well as at the school, in order to promote, strengthen and develop the relationship between parents/carers, children and young people and the school.
- To help develop and sustain collaborative links with relevant agencies, practitioners and parents in order to support children/young people and their families.
- The Pupil Liaison Officer will be required to work in a variety of settings, in particular the home and school environments to develop, plan and participate in programmes of work with parents/carers and children, both individually and in groups.

KEY ACCOUNTABILITIES

- Pro-active management of referrals including the timely maintenance of the referral database.
- Liaising with Group Office regarding referrals.
- Maintain accurate student attendance and lateness records on the Witherslack Group database on a daily basis.
- To make visits to pupils' homes on school attendance matters, and to discuss with pupils and parents solutions to the barriers to learning they are experiencing, which is adversely affecting their attendance at school.
- With guidance from the school, to ensure such problems which are outside the remit of the Pupil Liaison Officer are referred to an appropriate alternative agency to ensure that advice and expertise is available.
- Follow up student absences and lateness by telephone or other means, on a daily basis with guidance from relevant Witherslack Group policy.
- Identify individuals and/or groups of students that require additional support to improve their levels of attendance and punctuality and to take the lead on raising standards.
- In liaison with school management, attend follow up meetings and other relevant meetings with parents/carers and/or other professionals to provide relevant information, offer support and seek ways in which the school can help in improving individual attendance and punctuality.
- Establish and maintain positive and productive relationships with all students, parents/carers, colleagues and other professionals including Local Authority and Childcare Service and Social Care, to develop and maintain these professional relationships.
- Provide accurate and regular attendance and lateness reports to relevant colleagues, School Senior Leadership Team, and the relevant Deputy Director of Schools.
- Liaise with outside agencies, parents/carers, social services, local authority and/or organisations in relation to information on student attendance and punctuality.
- Report any welfare and/or child protection concerns as per Witherslack Group policies and procedures.
- Take on the roles and responsibilities as determined by existing and successive legislation that may have an impact upon the role.
- Play a key role in the formulating, monitoring and evaluation of Pastoral Support Plans, Inclusion Plans, IEP's and Placement Plans where appropriate.
- To work directly with the relevant individual student/ tutor / pastoral / keyworkers / learning mentors to assist in the multidisciplinary approach adopted by WG schools.
- To keep the Head Teacher fully informed about such matters as fall within the remit of the Pupil Liaison Officer.
- To develop links with and utilise the resources of the community by effectively signposting and encouraging the access of all appropriately identified services.

- To promote an atmosphere in which parents/carers are encouraged to take responsibility for meeting needs of their children.
- To track and keep up to date the At Risk Learners database
- Attendance at Core Group meetings
- Attendance at Child Protection Conferences and relevant reporting systems linked to this.
- Transport liaison officer
- Keyworker with students
- Actively involved in the school operations during the day
- Transporting students to enrichment activities in the day and after school on occasions
- Support with work experience for KS4 students

SAFEGUARDING

The Witherslack Group is committed to the safeguarding and promotion of the welfare of all children and young people in our care. All staff have a key role and responsibility in this area.

REVIEW

This job description will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the establishment in relation to the post holder's professional responsibilities, duties and grading.

ACKNOWLEDGEMENT

Employee Signature.....

(Print Name) Date

Manager Signature.....

(Print Name) Date

Personal Specification

Post: Family Liaison Officer

	Essential	Desirable
Experience (Duration, type and level of experience necessary)	<ul style="list-style-type: none"> Working in formal contexts with adults Working in formal contexts with children Experience of working as part of a team Experience of dealing with customers or the public Experience of working in an office environment 	<ul style="list-style-type: none"> Experience of multi-agency work Working with challenging people Experience of working directly with young people and families
Education / Training / Qualifications (Number type and level)	<ul style="list-style-type: none"> GCSE grade C or equivalent in English and Maths Willingness to undertake relevant training 	
Skills - Disposition	<ul style="list-style-type: none"> High level interpersonal and communication skills Good team working skills Good time management skills, including the ability to prioritise work load and meet deadlines under pressure Skills in assessing situations and using problem-solving skills to propose solutions Skills in recording information and data Good ICT and data interpretation skills Good listening skills and a sympathetic approach The ability to build good working relationships with pupils, parents, teachers and other professionals A calm approach in difficult situations Accurate record-keeping skills and the ability to write detailed reports Committed to children's best interests Personal maturity, self-confident and able to work independently Persuasive, determined and reliable 	<ul style="list-style-type: none"> Skills in using word processors, databases and spreadsheets (Microsoft Office) Understanding of data protection issues Familiarity with school / office systems

Working Arrangements & Personal Availability	UK driving licence and use of a car, as your work would involve visiting schools and pupils' homes. 35 days holiday per annum (incl. bank holidays)	
--	--	--