



## **The Rainbow Multi Academy Trust Job Description**

**Job Title:** Family Liaison Officer

**Accountable to:** Head, SLT

**Salary band:**

**Contract type:** Permanent variable

### **Main purpose of the job**

To support our families and children to reduce barriers to learning. These barriers could include things such as low attendance, social and emotional difficulties, changes in family circumstances, bereavements etc.

This role will involve working closely with the school's leadership team and Education Welfare Officer to promote the importance of consistent school attendance and engagement with education. This will include liaising with families each day regarding absences and lateness. They will be responsible for the administration and tracking of attendance and facilitating support programmes to address attendance problems. The successful applicant will be confident at talking to parents on the school gate and be able to deal with a range of needs sensitively.

The role will include supporting pupils with social, emotional, mental health and behavioural difficulties so that they can participate fully in home and school activities and work towards achieving their potential.

### **Duties and responsibilities:**

1. Be an initial 'port-of-call' for parents first thing in the morning and after school and liaise fully with class teachers and the Leadership Team.
2. Support staff and families with the implementation of policies and procedures around attendance.
3. To develop procedures and strategies to support the management of attendance.
4. Work in partnership with the Leadership Team to set targets and evaluate the success of support initiatives with regard to school attendance problems.
5. To work with the Leadership Team, SENDCo, teaching staff and the relevant advisers in order to review and monitor school policies and processes relating to attendance management, ensuring adherence to DfE guidelines and consideration of the success of the school's policies and processes.
6. To work with the Leadership Team, SENDCo, teaching staff, LA and external agencies to monitor and evaluate attendance and punctuality data and to promote, review and monitor

success of the school policies and initiatives to improve the attendance and punctuality of students where this is of concern.

7. To ensure the utmost confidentiality with regard to all registration and attendance data and information
8. To work in partnership with external agencies including EWO and Devon and Cornwall constabulary in promoting strategies and initiatives dealing with attendance.
9. To draft and send out the appropriate correspondence to parents/guardians regarding the non-attendance of pupils. Some of these tasks will be undertaken in liaison with the school administration team.
10. To network with internal and external health/support agencies on a regular basis. To liaise with a range of health and support agencies with a view to seeking advice and support on behalf of students with specific concerns which may affect their attendance at school, under the direction of a member of the school leadership team.
11. To offer support to families as requested by individuals or where there are concerns for a student's wellbeing in order to identify underlying issues affecting students' attendance, and to pass on information to parents and members of the pastoral team as appropriate and in accordance with the school's pastoral policies and procedures.
12. To advise on counselling and other support for families as appropriate.
13. To coordinate the assistance of families in developing knowledge, skills and positive attitudes. To take into account the learning support involved to aid the families to learn together as effectively as possible.
14. To establish supportive relationships within the families and to encourage acceptance and inclusion of all aspects of learning.
15. To encourage social integration and individual development within the families.
16. To develop methods of promoting and reinforcing families' self-esteem and confidence.
17. To assist in preparing, using and maintaining relevant learning resources.
18. To accompany families on appointments, parenting groups, learning visits etc.
19. To support parents and pupils during transition to different settings.
20. To promote and facilitate learning opportunities: Family Learning etc
21. To assist in the sustainable development of activities at appropriate sites and acquire funding as necessary.
22. To assess, monitor and record family progress, health, behaviour and general wellbeing. To feedback any information (including concerns) regarding the wellbeing and learning needs of families to the Head.
23. To be aware of confidential issues linked to home-family/Teacher/schoolwork and to ensure the confidentiality of such sensitive information.
24. To remain aware and work within all relevant working practices, policies and procedures.

25. To attend TAC meetings for children (and lead once training complete) and liaise with class teacher, leadership team and outside agencies
26. To maintain confidentiality of information acquired in the course of undertaking duties.

**Professional duties**

- To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Schools Equal Opportunities Policy and Code of Conduct, national legislation (including Health and Safety, Data Protection).
- To be aware of and work in accordance with the school's child protection policies and procedures, and to raise any concerns relating to such procedures.
- To maintain confidentiality of information acquired in the course of undertaking duties and to follow the Trust's GDPR policies and procedures.
- The postholder is responsible for his/her own self-development on a continuous basis.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- Have a willingness to travel to undertake training as directed by the Head or Trust Senior Leadership.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- To attend staff meetings and INSET days as required.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head to carry out appropriate duties within the context of the role.

**Person specification**

Attributes	Essential	Desirable	How identified
<b><u>Relevant Experience</u></b>	<ul style="list-style-type: none"> <li>Substantial experience of working with children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of leading or contributing to TAC meetings</li> <li>Previous experience of supervising groups of staff in a school environment with disaffected children.</li> </ul>	<ul style="list-style-type: none"> <li>Application form.</li> <li>Interview.</li> </ul>
<b><u>Education &amp; Training</u></b>	<ul style="list-style-type: none"> <li>Qualified to NVQ level 3 or above in a relevant course (or equivalent qualification), or able to demonstrate considerable equivalent knowledge or experience.</li> <li>GCSE (or equivalent) grade 4 or above in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>SEND</li> <li>Behaviour Management</li> <li>Trauma Informed School trained and knowledge of PACE approach.</li> </ul>	<ul style="list-style-type: none"> <li>Application form.</li> <li>Interview.</li> </ul>
<b><u>Special Knowledge &amp; Skills</u></b>	<ul style="list-style-type: none"> <li>Organisational skills.</li> <li>Good communication skills.</li> <li>ability to build relationships with pupils who exhibit challenging behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of a range of issues relevant to education and child development.</li> <li>Basic ICT skills.</li> <li>TIS and PACE</li> <li>Approach must include forgiveness, understanding and fresh starts</li> <li>Knowledge of learning and mentoring schemes and the work of the MARU</li> <li>Counselling skills or commitment to further training</li> </ul>	<ul style="list-style-type: none"> <li>Application form.</li> <li>Interview.</li> </ul>
<b><u>Any Additional Factors</u></b>	<ul style="list-style-type: none"> <li>Able to prioritise between different demands</li> <li>Able to work to deadlines</li> </ul>		<ul style="list-style-type: none"> <li>Application form.</li> <li>Interview.</li> </ul>

	<ul style="list-style-type: none"> <li>• Self-motivated, and able to work in a team</li> <li>• An interest in children and education</li> <li>• Patient and friendly approach</li> <li>• Resilient and persistent</li> <li>• Acceptance of different attitudes, willingness to work with children and young people</li> <li>• Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.</li> <li>• When working in the Trust's Church schools, displays the ability to fully uphold the Christian ethos and values of the school</li> </ul>		
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This job description does not form part of the contract of employment. It describes the way in which the post holder is expected and required to perform and complete the particular duties as set out above and will be reviewed as need arises and following consultation with you, may be changed to reflect changes in the job requirements.