St. Mary's CEVC Primary School

Job description: Family Liaison Officer (FLO) & Parent and Family Support Advisor (PFSA)

Job details

Job title: FLO & PFSA

Salary: £28,080 per year (actual)

Contract type: 37 hours per week, term time, permanent

Reporting to: Headteacher

Main purpose

To facilitate the educational partnership between home, school, wider school community and Local Authority, by building strong relationships and working together for the benefit of the child and the wider family. All staff commit to the safeguarding and promoting of the welfare of children and young people.

- Lead weekly Pastoral Meetings with the Senior Management Team, highlighting children and families facing challenges, and use a solution focused approach to support them.
- Attend meetings in school with families, as well as any other relevant meetings with external agencies, such as Team Around the Family meetings.
- Meet with school staff, pupils and parents to identify challenges and problem solve together.
- Complete administrative tasks such as writing up case notes, sending letters to parents, preparing school reports and building an evidence base of intervention.
- Supporting the Attendance Lead.
- Coordinating Individual Health Care Plans for pupils with medical needs.
- Any other reasonable duties as required by the Head Teacher.

Duties and Responsibilities

Referrals and Admissions

- To manage parental and local authority enquiries regarding potential referrals and liaise with the referral teams.
- To work directly with children and their families in the community, mainly at the school but with some home visits, 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.

Attendance

- To take supportive/remedial action in respect of individual absentees, to secure their regular attendance at school.

- Follow up student absences and lateness by telephone, email or letter, where the remit is beyond the administration team.
- 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.

Medical

- Work with parents, professional bodies and the school administration team to ensure that pupils' medical needs are supported during school hours, recorded appropriately, and shared with relevant staff adhering strictly to the school's policies.
- Conduct meetings with parents, and where required professional bodies, to create health care plans for the pupil at school.

Safeguarding

- Undertake Safeguarding Training, and be part of the Safeguarding Team as a Deputy Designated Safeguarding lead (DDSL).
- Remain alert to the fact that pupils may be more vulnerable to safeguarding challenges

The role will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the role will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

St. Mary's CEVC Primary School is committed to creating a diverse workforce. We'll consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Person specification

Criteria	Qualities
Experience (Duration, type and level of experience necessary)	**Essential** • Experience of working directly with young people and families • Experience of working as part of a team **Desirable** • Experience of multi-agency work • Experience of working with people facing challenging circumstances • Experience of working in a school • PFSA or ELSA experience
Education / Training / Qualifications	**Essential** • GCSE grade C or equivalent in English and Maths • Willingness to undertake relevant training
Skills	**Essential** • High level interpersonal and communication skills • A calm approach in difficult situations • Good listening skills and a relational approach • The ability to build good working relationships with pupils, parents, teachers and other professionals • Good team working skills • Good time management skills, including the ability to prioritise workload and meet deadlines under pressure • Skills in assessing situations and using problem-solving skills to propose solutions • Skills in recording information and data • Understanding of data protection and confidentiality • Good ICT and data interpretation skills • Accurate record-keeping skills and the ability to write detailed reports • Personal maturity, self-confidence and the ability to work independently • Reliable
Other	• UK driving licence and use of a car, as your work will involve visiting other venues and pupils' homes.