

BRITANNIA PRIMARY SCHOOL AND NURSERY

JOB DESCRIPTION

Post: Family Liaison Officer

Salary: Grade 4 – Point 9-14

Responsible to: SENCo / Principal

Main Purpose of the Role

To work under the direction of the Principal, SENCO and Designated Safeguarding Lead (DSL) to provide pastoral, attendance, family support and services across the school. The postholder will support pupils and families to overcome barriers to learning, improve attendance and wellbeing, strengthen parental engagement, safeguard children and administrative processes.

The role acts as a key link between home, school and external agencies, ensuring that pupils and families receive timely and appropriate support to enable positive educational, social and emotional outcomes.

Key Responsibilities

Family Support and Parental Engagement

- Build positive and effective relationships with pupils, parents and carers.
 - Act as a welcoming, approachable and confidential point of contact for families and external agencies.
 - Assess the needs of children and families and identify appropriate support and interventions.
 - Support parents and carers with issues relating to parenting, education, attendance, behaviour, health and wellbeing.
 - Promote parental engagement and encourage active involvement in children's learning and development.
 - Deliver or facilitate access to parenting support, family learning opportunities and community-based services.
 - Maintain up-to-date knowledge of local services and signpost families to appropriate external support agencies.
 - Support families who are new to the school or education system, helping them understand school procedures and expectations.
 - Promote awareness of available programmes and support, including parenting courses, HAF programmes, benefits advice and wider community services.
 - Complete and submit referrals to appropriate internal and external support services, ensuring that referrals are timely, accurate and supported by relevant evidence.
 - Support families through referral and assessment processes, including Early Help, SEND, health, welfare and other multi-agency support services.
 - Liaise with external agencies to monitor the progress and outcomes of referrals and ensure appropriate follow-up support is in place.
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Pastoral and Pupil Support

- Work closely with the SENCO and school leaders to identify pupils requiring additional support.
 - Provide pastoral support to pupils experiencing emotional, social, behavioural, welfare or health-related difficulties.
 - Deliver targeted interventions, mentoring, nurture support and small group activities to enhance pupil wellbeing and engagement.
 - Support pupils in developing resilience, self-esteem, positive behaviour and readiness to learn.
 - Liaise with parents, carers and staff to address pastoral concerns and remove barriers to learning.
 - Support effective transition arrangements, including entry to school and transfer to secondary education.
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Safeguarding Support

- Support the Designated Safeguarding Lead (DSL) in the effective management of safeguarding and child protection concerns.
 - Monitor and triage safeguarding concerns logged on the school's online safeguarding system, assessing and responding appropriately to low-level welfare concerns within the scope of the role.
 - Undertake initial fact-finding and follow-up actions where appropriate, ensuring accurate and timely recording of all actions and outcomes.
 - Escalate child protection concerns, high-risk cases, or any matters requiring further intervention to the DSL or Deputy DSL without delay.
 - Maintain confidentiality at all times and ensure compliance with statutory safeguarding guidance, school policies, and data protection requirements.
 - Contribute to safeguarding meetings and provide updates regarding attendance, welfare, and family support concerns as required.
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Record Keeping and Compliance

- Maintain accurate, professional and confidential records in accordance with school policies and data protection requirements.
 - Keep clear and concise records of meetings, interventions, attendance actions and family support activities.
 - Ensure compliance with statutory frameworks relating to attendance, safeguarding, SEND and inclusion.
 - Remain informed of current legislation, guidance and best practice relevant to the role.
 - Complete, maintain and review referral documentation, ensuring records are accurate, confidential and compliant with statutory and school requirements.
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Professional Responsibilities

- Attend and actively contribute to relevant school meetings, training events and professional development activities.

- Manage and prioritise workload effectively to meet school priorities and statutory requirements.
 - Promote equality, diversity and inclusion in all aspects of work.
 - Comply with school policies and procedures, including those relating to safeguarding, health and safety and confidentiality.
 - Undertake any other duties commensurate with the level and responsibilities of the post as reasonably required by the Principal.
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The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment the context of the job, skills and grade.

The duties and responsibility of any post may change from time to time, and post holders may be expected to carry out other work not explicitly mentioned above which is considered to be appropriate the exiting level of responsibility vested in the post.

Signed _____ **Principal** **Date** _____

Signed _____ **Postholder** **Date** _____

Personal Specification

Post: Family Liaison Officer

Grade: 4 (Points 9-14)

Qualifications and Training

Essential

- GCSE Grade C/4 or above (or equivalent) in English and Mathematics.
- Evidence of relevant professional development relating to children, families, safeguarding, attendance, SEND, pastoral support or wellbeing.
- Commitment to undertaking further training relevant to the role.

Desirable

- Qualification in family support, childcare, youth work, education, counselling, safeguarding, attendance, SEND or a related field.
 - Safeguarding training (Level 2 or above).
 - Mental Health First Aid, ELSA, Thrive or similar pastoral support training.
 - First Aid qualification.
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Experience

Essential

- Experience of working with children and young people in an educational, childcare, community, family support or pastoral setting.
- Experience of building positive relationships with children, parents/carers and families.
- Experience of supporting vulnerable pupils and families facing social, emotional, behavioural or welfare challenges.
- Experience of maintaining accurate and confidential records.
- Experience of working effectively as part of a multi-disciplinary team.
- Experience of communicating sensitively and professionally with a wide range of stakeholders.

Desirable

- Experience of delivering family support, parenting interventions or pastoral support programmes.
 - Experience of attendance monitoring and supporting improvements in pupil attendance.
 - Experience of working with external agencies, including Early Help, Children's Services, Health Services, SEND Services or Education Welfare.
 - Experience of using school-based systems such as CPOMS, Arbor, SIMS or similar.
 - Experience of supporting safeguarding processes.
 - Experience of completing referrals to external agencies and coordinating support through multi-agency processes.
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Knowledge and Understanding

Essential

- Understanding of safeguarding and child protection responsibilities within a school setting.
- Understanding of the challenges that can impact children and families, including attendance, wellbeing, SEND, behaviour and social disadvantage.
- Understanding of the importance of confidentiality, data protection and professional boundaries.
- Knowledge of strategies that support pupil wellbeing, engagement and inclusion.
- Understanding of the importance of effective home-school partnerships.

- Awareness of equality, diversity and inclusion and their application within a school environment.

Desirable

- Knowledge of relevant legislation and guidance relating to safeguarding, attendance, SEND and inclusion.
 - Awareness of local support services and community provision available to children and families.
 - Understanding of Early Help processes and multi-agency working.
 - Understanding of referral pathways and support services available to children, young people and families, including Early Help, SEND, health and social care services.
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Skills and Abilities

Essential

- Excellent interpersonal, communication and listening skills.
- Ability to establish trust and maintain effective working relationships with children, families, staff and external agencies.
- Ability to respond calmly, sensitively and professionally in challenging situations.
- Ability to assess needs, identify appropriate support and make informed decisions within the scope of the role.
- Ability to monitor and triage safeguarding concerns, maintaining appropriate records and escalating concerns promptly when required.
- Strong organisational and time-management skills.
- Ability to prioritise workload and manage multiple demands effectively.
- Ability to maintain accurate, factual and confidential records.
- Competent IT skills, including Microsoft Office and electronic record-keeping systems.
- Ability to work independently while recognising when guidance or escalation is required.
- Ability to contribute positively to a collaborative team environment.
- Ability to gather relevant information, assess needs and complete clear, accurate and professional referral documentation.
- Ability to coordinate and follow up referrals, ensuring appropriate communication between families, school staff and external agencies.

Desirable

- Ability to deliver group interventions, workshops or family support activities.
 - Ability to analyse attendance, welfare and engagement information to identify concerns and trends.
 - Experience of completing Early Help Assessments, Requests for Support, SEND referrals or similar multi-agency documentation.
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Personal Qualities

Essential

- Warm, approachable and empathetic manner.
- Commitment to safeguarding and promoting the welfare of children and young people.
- Child-centred and solution-focused approach.
- Resilient, flexible and able to remain professional under pressure.
- High levels of integrity, discretion and professionalism.

- Commitment to inclusion and ensuring positive outcomes for all pupils.
- Ability to build confidence and trust with families from a wide range of backgrounds.
- Positive, proactive and enthusiastic approach to supporting school improvement.
- Commitment to the values and ethos of the school.

Other Requirements

Essential

- Willingness to attend relevant meetings, training and professional development activities.
- Commitment to upholding all school policies and procedures.
- Satisfactory enhanced DBS clearance and all safeguarding checks required for working with children.