

Person Specification – Family Liaison Officer

Qualifications & Experience	Essential	Desirable
Successful experience of working with children in an education, health or social care environment	✓	
Good working knowledge of policies relating to behaviour, inclusion and SEN		✓
5 GCSEs (including English & Maths) at Grade C and above or equivalent		✓
Ability to use ICT communication and administrative systems effectively	✓	
Level 3 Safeguard training		✓
Skills and Knowledge	Essential	Desirable
Excellent communication skills with young people, families and professionals	✓	
The ability to write detailed and complex reports, places and letters	✓	
The ability to use clear language to communicate information unambiguously	✓	
Ability to negotiate effectively with adults and children and to exercise influence	✓	
Knowledge and experience of developing individual education or support plans		✓
Excellent understanding of child development and learning processes	✓	
Knowledge of EBSA and structures to support children		✓
Ability to make a proactive contribution to the work of the team supporting children, their families and carers	✓	
Ability to work with parents and carers to improve support for children	✓	
Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults	✓	
The ability to work independently and part of a team, and make a distinctive contribution to the work of the team	✓	
Contribute to the development and implementation of effective systems to share and safeguard information	✓	
Knowledge of local agencies both statutory and voluntary		✓
A working knowledge of the education system, particularly children with additional needs		✓
Work constructively as part of a team, understanding organisational roles and responsibilities	✓	

Ability to provide timely and accurate information	✓	
Ability to work effectively with a range of adults, both internally and with external agencies	✓	
Demonstrate a highly creative approach to supporting children and an ability to resolve problems independently	✓	
Able to maintain a high level of confidentiality and discretion at all times	✓	
Ability to exchange verbal information clearly and sensitively with children and adults	✓	
Understand and implement child protection procedures	✓	
Personal	Essential	Desirable
Excellent organisational and time management skills	✓	
Able to work under pressure and meet conflicting demands within deadlines	✓	
Ability to follow instructions effectively	✓	
Demonstrate a commitment to equality	✓	
Be prepared to develop and learn in the role	✓	

