EMPLOYEE SPECIFICATION:

Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post. The ‘Essential Requirements’ indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under ‘Desirable Requirements’ are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

**FAMILY LIAISON OFFICER**

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| SKILLS | Ess | Des | MOA |
| Relate to young people and adults in an empathetic manner. | \* |  |  |
| Deal with difficult situations and / or individuals in a calm, fair but effective manner. | \* |  |  |
| Deal with sensitive issues in a confidential manner | \* |  |  |
| Influence others, managing discussions effectively to ensure desired actions are achieved. | \* |  |  |
| Understand and respond to the range of factors that create stress for children and families. | \* |  |  |
| Be a good role model to children and families. | \* |  |  |
| Support learning by giving constructive feedback and coaching | \* |  |  |
| Communicate effectively – face to face or by telephone with children, parents/carers, head teachers, social workers etc. | \* |  |  |
| Write reports and letters relevant to issues | \* |  |  |
| Prioritise workloads and work to deadlines | \* |  |  |
| Work as part of a team but take initiative and work independently when needed | \* |  |  |
| Work flexibly and manage own time to best effect | \* |  |  |
| Report and account to line manager as appropriate | \* |  |  |
| Demonstrate awareness of and commitment to upholding equal opportunities policies | \* |  |  |
| Use information and data to make decisions | \* |  |  |
| Take responsibility for the quality of work acknowledging mistakes, find solutions and learning from the experience. | \* |  |  |
| Detect and refer any non-accidental injury in a sensitive and non-judgmental manner. | \* |  |  |
| Demonstrate a sensitive approach to the care of families in a multi-cultural environment. | \* |  |  |
| Have a current driving licence and access to transport for work purposes | \* |  |  |
| Ability to communicate in languages addition to English |  | \* |  |

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| KNOWLEDGE/QUALIFICATIONS | Ess | | Des | | MOA | |
| Good general education minimum NVQ Level 3/ degree level or an appropriate equivalent standard e.g.   * NVQ Level 3 in Childcare, Health, Education, Social Care or Adult Learning Support or * CACHE Diploma in Childcare and Education or * BTEC National Diploma in Childhood Studies or * Certificate in Education or * DIP HE in Youth and Community Work, Social work qualification, health qualification or * Commitment to achieving a relevant level 4 qualification e.g. Foundation degree in family support. | \* | |  | |  | |
| CAF and Lead Professional trained | | |  | | \* | |  | |
| Up to-date Child Protection training | | |  | | \* | |  | |
| Commitment to Continuing Professional Development | | | \* | |  | |  | |
| Training relating to multi-cultural / equal opportunities issues | | |  | | \* | |  | |
| Training to deliver parenting courses e.g. Webster Stratton, STEPS, play therapy, domestic violence, anger management, bereavement, transition work, FCT 0-6, 5-15 parenting courses, Speakeasy | | |  | | \* | |  | |
| A proven knowledge and understanding of those issues which create pressures for families. | | | \* | |  | |  | |
| Be knowledgeable about and ensure adherence to school and cluster policies relating to family support work, including equal opportunities and child protection | | | \* | |  | |  | |
| Knowledge of the key principles underlying current and developing practice in delivering Universal + Services through clusters | | | \* | |  | |  | |
| Have a working knowledge of Children Leeds strategies and policies such as Child Protection, Equal Opportunities and Health and Safety | | | \* | |  | |  | |
| A good understanding of National legal framework for schools and lifelong learning services | | |  | | \* | |  | |
| An understanding of the current political context in which schools and partners operate and to keep up to date with changes both at a local and national level | | |  | | \* | |  | |
| Thorough knowledge of the EHP/CAF process. | | |  | | \* | |  | |
| Knowledge of Safeguarding and the Social Care referral system. | | | \* | |  | |  | |
| Confidentiality and information sharing protocols. | | | \* | |  | |  | |
| Knowledge on key issues of family development and need e.g. relationships, health, child development, housing, employment and finances | | | \* | |  | |  | |
| An awareness of key influences and factors that impede family development e.g. family history, poverty and traumatic events. | | | \* | |  | |  | |
| An awareness of a range of local and national statutory and voluntary agencies that families can access, be signposted or referred to. | | | \* | |  | |  | |
| Knowledge and understanding of behaviour provision at school, cluster, wedge and city level. | | | \* | |  | |  | |
| An understanding of the rationale behind regular Supervision meetings for staff. | | |  | | \* | |  | |
| Knowledge and understanding of the diverse communities in Leeds and of related educational issues. | | |  | | \* | |  | |

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| EXPERIENCE | Ess | Des | MOA |
| Experience of working effectively with children, young people and families in challenging circumstances. | \* |  |  |
| Experience of working in a culturally diverse environment with parents from minority ethnic communities |  | \* |  |
| Professional experience of working within the EHP/CAF process. |  | \* |  |
| Demonstrable experience of delivering evidence based family support/parenting courses in working in partnerships with other agencies |  | \* |  |

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| BEHAVIOURAL AND OTHER RELATED CHARACTERISTICS | Ess | Des | MOA |
| Willing to abide by the Council’s Equal Opportunities Policy in the duties of the post, and as an employee of the Council. | \* |  | I |
| Willing to carry out all duties having regard to an employee’s responsibility under the Council’s Health and Safety Policies | \* |  | I |
| To display a responsible and co-operative attitude to working towards the achievement of the service area aims and objectives | \* |  | I |
| An ability to respect sensitive and confidential work. | \* |  | I |
| Commitment to own personal development and learning. | \* |  | I |

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| METHOD OF ASSESSMENT(MOA) | A = Application Form  T = Test  I = Interview  C = Certificate |