



Job Description

Job Title	Family Liaison
Reporting to	Pastoral & Wellbeing Lead
Department	Whole School

Job Purpose

- The role of the Family Liaison is to uphold the values and ethos of the school by providing full liaison and support to identified families.
- Working with and as directed by the Pastoral and Wellbeing Lead and Headteacher, the Family Liaison will initiate, facilitate and enhance the partnership between home and school, through direct and indirect support, individual liaison, parental conferencing, including where appropriate the involvement of outside agencies such as CAMHs, Social Services, LA, and other professional bodies concerned with the welfare of the child and by extension the family.
- Through regular telephone calls, Teams calls, collaborative work with external agencies, and personal home visits, being the main point of contact for parents in relation to potential school-based concerns or complaints and initial enquiries from parents regarding all aspects of their child's engagement at School.
- To effectively manage and lead on the collective responses to all forms of communication, gathering information when required from colleagues across all departments to quickly resolve issues, restore trust and relationships and prevent escalation.

Key Responsibilities

- To act in a calm, sensitive and highly professional manner as the school's representative at all times.
- To uphold the school's values, ethos and professionalism.
- To respond immediately to issues, complaints and enquiries received from parents, seeking guidance and advice from department leads, respond verbally, in person and in writing working in close liaison with and under the direction of the Pastoral and Wellbeing Lead.
- To ensure the resolution of grievances/concerns/complaints are achieved; to conclude promptly without further escalation such parental communications closing the issue and restoring positive relationships between all parties.
- To act in a proactive and initiative-taking manner ensuring that potential matters are addressed to avoid protracted unrest.
- To provide regular feedback to the Head Teacher and wider SLT on issues arising from parents, recording each stage and outcome using statistical database and analytical submissions to SLT on trends and exceptions every 6-weeks.
- Maintain and analyse Compliments and Complaints file for submission to the Governing Body.

Multi-Agency Liaison

- Where in-school issues are the focus, work in close consultation with the respective Heads of department and involve professionals to agree on the most appropriate time-limited short term and longer-term programmes of support.
- To help develop and sustain collaborative links with relevant agencies, professional practitioners, and fellow parents to develop a wide support network for siblings, parents and the wider family.
- To provide a personal face to face in-home introduction for all new parents to outline the support available.
- To offer regular workshops to parents of LHS pupils on topics referred such as dietary, or eating matters, interfamilial relationships, irregular or poor sleeping patterns, obsessive behaviours.
- To recognise trends and requests on topics relevant to the school's cohort and work with the marketing team to seek innovative ways to meet these needs. I.e. Podcasts, Talking Heads, workshops etc.
- To develop links with and utilise the resources of the community by effectively signposting and encouraging the access by parents of all appropriately identified services.
- Report as required any welfare and/or child protection and safeguarding concerns as per Leith Hill School policies and procedures.
- To keep the SLT fully informed about all matters within the remit of the Family Liaison role.
- To promote an atmosphere in which parents/carers are encouraged to take responsibility for meeting needs of their children and given the necessary strategies and professional support to equip them with this.
- Ensuring accurate logs and professional notes are made and maintained at all times to provide a clear, accurate and comprehensive record of family liaison work.

Other Responsibilities

Safeguarding: Act as one of the schools D/DSL, to promote a robust safeguarding culture across the school through staff training, and clear regular communications, following all Child Protection and Safeguarding policies to ensure that safeguarding, attendance, health and safety and personal development educational policies are understood and followed to the highest standard in the phase, supported by Individual Risk assessments Be a role model for both pupils and staff as well as being a high-profile presence around the school to observe and participate in day-to-day school/pupil activities.

Out of term time work is required as well as occasional evening work when agreed with SLT.

To lead on and attend meetings as appropriate with the senior leadership team and Governing Body and parents and to provide such reports and information as required.

Pupils

Leith Hill School offers mixed gender education for pupils between the ages of 7-16 years. Many may be disaffected with education, have a poor attendance and general anxieties in relation to school.

Physical Demands

The role may be physically demanding, and you may be required to intervene physically with our pupils using Team Teach trained techniques when de-escalation strategies have failed.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The Family Liaison will be expected to

comply with any reasonable request from the Pastoral and Wellbeing Lead, Head Teacher or other members of SLT to undertake work of a similar level that is not specified in this job description.

This job description may be amended at any time following discussion between the Head Teacher, the Pastoral and Wellbeing Lead and the Employee. This Job description is not intended to be an exhaustive list of all duties and responsibilities and is subject to change in accordance with the needs of the school.

Person specification

CRITERIA	QUALITIES
Qualifications and training	<p>Qualified Teacher Status /Qualified Social Worker Designated Safeguarding Lead or Deputy Team Teach/or similar Tutor/Or willing to train as such</p>
Experience	<p>Minimum of 3 years in social work or education capacity ideally in a school SEN environment. Involvement in school self-evaluation and development planning around subject area</p>
Skills and knowledge	<p>Data analysis skills, and the ability to use data to set targets and identify weaknesses Understanding of high-quality professional interactions and the ability to model this for others Understanding of school finances and financial management Effective communication and interpersonal skills Ability to communicate a vision and inspire others Ability to build effective working relationships An understanding of the processes involved in EHCP documentation</p>
Personal qualities	<p>The ability to consistently model the values and ethos of the school. The ability to work professionally and effectively within a team. Effective and clear communication with parents, staff and pupils. Inspire, challenge and develop individuals. Ability to prioritise own workload so that time is used effectively. Able to use own initiative to identify problems and offer solutions. Able to deal with risk and uncertainty. An ability to listen, reflect and have the capacity to be flexible. A commitment to continuing own professional development. Commitment to always maintaining confidentiality Commitment to safeguarding and equality</p>