



Greenvale Primary School - Job Description

Job Title: Family Liaison Officer (FLO)

Responsible To: Headteacher / Designated Safeguarding Lead (DSL)

Pay: Medway NJC C1 (Points 6-19)

Purpose of the Role: To work in partnership with parents, carers, pupils, staff and external agencies to improve outcomes for children by removing barriers to learning, promoting attendance, supporting wellbeing, and strengthening engagement between home and school.

Key Responsibilities

Family Support and Engagement

- Build positive and trusting relationships with pupils and their families.
- Provide practical advice and support to parents regarding school, attendance, behaviour and wellbeing.
- Act as a first point of contact for families requiring additional support.
- Organise and facilitate meetings with parents to discuss concerns and identify appropriate interventions.
- Encourage parental involvement in school events, workshops and activities.
- Support families during periods of difficulty, including bereavement, separation, housing issues or financial hardship.

Attendance and Punctuality

- Assist in the management of pupil attendance and punctuality by monitoring attendance data, identifying trends in absence and lateness, communicating with families where appropriate, and supporting attendance improvement initiatives.
- Conduct home visits where attendance or welfare concerns have been identified.
- Develop attendance support plans and work with families to improve attendance.
- Liaise with external agencies where attendance concerns require additional intervention.
- Promote a culture of excellent attendance across the school.

Safeguarding and Child Protection

- Undertake the role of Deputy Designated Safeguarding Lead (DDSL), supporting the school's safeguarding responsibilities and ensuring safeguarding training and knowledge remain current
- Support the safeguarding team in identifying and responding to concerns.
- Maintain accurate records on CPOMS and other systems as required.
- Attend safeguarding and multi-agency meetings.
- Work within Keeping Children Safe in Education (KCSIE) guidance and school safeguarding policies.
- Share concerns promptly with the DSL and Deputy DSLs.
- Contribute to Early Help Assessments and Child Protection processes where appropriate.

- Demonstrate a thorough understanding of information-sharing and safeguarding responsibilities, ensuring timely and appropriate communication with families, school staff, safeguarding leads, social care, and external agencies to protect and promote the welfare of children, while maintaining confidentiality in accordance with policy and legislation

Pupil Wellbeing and Inclusion

- Support pupils experiencing social, emotional or behavioural difficulties.
- Deliver individual or small group interventions aimed at improving wellbeing, confidence and resilience, for example Hamish and Milo, Jigsaw Families, Lego Therapy, Draw and Talk.
- Work alongside staff to identify barriers affecting children's progress and engagement.
- Promote positive relationships and emotional wellbeing across the school community.

Multi-Agency Working

- Liaise effectively with external agencies including:
 - Social Care
 - Early Help Services/Family Solutions
 - School Health
 - Counselling Services and other Outreach Teams
 - Family Support Services
 - Police and community organisations
 - Charities (such as Young Carers Food Banks)
- Attend professional meetings and contribute to plans supporting children and families.

Community and Wider Support

- Signpost families to appropriate support services and community resources.
- Support applications for funding, benefits, food provision or other assistance where appropriate.
- Develop partnerships that enhance support available to families within the school community.

Administration and Record Keeping

- Maintain accurate, confidential and timely records.
- Prepare reports for senior leaders and governors when required.
- Analyse attendance to identify priorities.
- Ensure compliance with GDPR and confidentiality requirements.

General Responsibilities

- Uphold the school's vision, values and ethos.
- Promote equality, diversity and inclusion.
- Safeguard and promote the welfare of all children.
- Participate in relevant professional development and training.
- Undertake any other duties commensurate with the role as directed by the Headteacher

Greenvale Primary School – Person Specification



Family Liaison Officer

Essential

- Experience of working with children and families.
- Strong communication and interpersonal skills.
- Ability to build effective relationships with a wide range of stakeholders.
- Knowledge of safeguarding and child protection procedures.
- Ability to maintain confidentiality and professional boundaries.
- Experience of working with external agencies.
- Good record-keeping and organisational skills.
- Good understanding of GDPR and data protection principles
- Competence in the use of ICT systems.
- Experience working within a school environment
- Training in safeguarding, Early Help or family support.
- Knowledge of attendance procedures and legislation.

Desirable

- Relevant professional qualification (e.g. social work, counselling, education, or related field) or equivalent experience
- Safeguarding training to DSL level (or willingness to complete upon appointment)
- Evidence of ongoing professional development related to safeguarding, attendance, or pastoral care
- Experience of conducting home visits.

Personal Qualities

- Compassionate and approachable whilst maintaining clear professional boundaries.
- Able to remain professional and objective when faced with conflict, challenge or resistance.
- Able to work independently and as part of a team.
- Committed to improving outcomes for children and families.
- Organised and able to prioritise effectively
- Confident in holding difficult conversations with parents, carers and professionals.
- Able to challenge appropriately and advocate for the needs of children when necessary.
- Proactive, resourceful and solution-focused.
- A strong communicator who can build positive relationships with a wide range of stakeholders
- Passionate about supporting vulnerable children and their families.