

Job Title	Parent Liaison Officer
Pay Grade/Scale	LBR6
Job type	Permanent – Term Time
Hours/Weeks	30 hours per week x 44.26 weeks a year
Location	Hatchside School (with occasional work at Newbridge School)
Responsible to	Parent Liaison Lead

Job Purpose

To work with children and families, reducing barriers to accessing learning and/or the wider community, enabling all children to achieve the best possible outcomes. To provide targeted support for vulnerable families, in school and via local services.

To support the staff and leadership team to ensure pupil wellbeing by providing a high-quality service to the children and young people attending Astrum Multi Academy Trust Schools. The post holder will work closely with families, relevant staff and other professionals to support individual pupil’s attendance and welfare, ensuring that they are fully able to access learning opportunities at school.

Duties and Responsibilities

Pupil and Family Support

- Establish and maintain good relationships with parents/carers and pupils within the school. Provide a link between home and school, encouraging parental involvement in school and its activities.
- Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise.
- Assist with the development of the school’s Early Help offer, carrying out Early Help assessments and working with vulnerable families to reduce barriers to learning and increase engagement with school staff.
- Keep up to date with the range of agencies working locally in order to maintain knowledge of services that parents might be signposted to.
- Proactively develop links with key contacts such as local community groups, Early Help and social care to increase participation from vulnerable children and families.
- Provide families with accurate information on their rights, roles and responsibilities and the range of options and agencies that are available.
- Organise, source or deliver, and review the effectiveness of a range of information sessions such as coffee mornings for parents and carers.
- Support with the implementation of the school’s attendance strategy, under the direction of the Senior Leadership Team and Trust Pastoral Lead, by regularly meeting parents and when necessary, conducting home visits.
- To liaise with parents/carers and staff, including therapists and health/social care professionals, over matters of pupil health and welfare;
- To assist the school staff in working with parents and other professionals to promote the health and well-being of individual pupils; and attend annual reviews where appropriate
- Maintain regular communication with relevant staff to update them on the progress of individual pupils.

- To liaise with the special school nurses/team and in their absence, support families accessing services such as the Children's Community Nursing Team and/or designated senior member of the school staff.
- To provide personalised support for parents/carers, ensuring a smooth transition into and out of Astrum schools for their child. This will include liaising with new pupils, their families and other professionals (e.g. school/early years settings/therapists and medical staff, LA SEN team and Children with Disabilities team, etc.), collecting relevant information as required, under the direction of the Head of School.
- To liaise and build relationships with external agencies and professionals, following up on actions where necessary.
- Support parents with Disability Living Allowance and Personal Independent Payment applications, keeping up to date with criteria and thresholds.
- Support parents with Charity and Grant Applications, keeping up to date with criteria and thresholds.
- Support parents with Free School Meal criteria and applications, promoting the benefits of the Pupil Premium Grant across the school community.
- Attend meetings with parents/carers outside of school, advocating for pupils and their families.
- Maintain records of involvement with pupils and activities with parents/carers and prepare reports as required.
- To undertake and lead appropriate training and professional development;
- To participate in the school's procedures for appraisal;
- The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other relevant and/or reasonable duties as directed by their Line Manager commensurate with the skills, abilities and grade of the post.

Safeguarding Role

- To adhere to all Safeguarding policies and procedures (including Keeping Children Safe in Education, Prevent Astrum Child Protection and Safeguarding policy), reporting any concerns regarding the welfare of any pupil to a designated safeguarding lead and/or special school nurse;
- Work with a Designated Safeguarding Lead (DSL) to promote the best interests of pupils, completing referrals and/or Multi Agency Referral Forms (MARFs) (including those from parental request for family assessment)
- Maintain accurate records and complete relevant paperwork required by external professionals, under the supervision of a DSL
- Attend appropriate meetings, under the supervision of a DSL and support parents/carers to meet required outcomes of action plans
- Arrange and attend Child in Need meetings, under the supervision of a DSL, with up to date knowledge of pupils
- Follow up on CPOM's reports and actions as appropriate, under the supervision on a DSL

Person Specification

Qualifications

- To hold a minimum of NVQ Level 3 or equivalent qualification
- GCSE Grade C/4 or equivalent in English

Experience

- Experience working in a school environment or other educational setting
- Experience working with children / young people with additional needs (e.g. special educational needs (SEN) and disabilities, behavioral needs, mental health needs)
- Experience supporting and working with parents of young people
- Experience working with colleagues and external stakeholders (e.g. from external agencies)
- Experience of keeping good written records

Key Skills and Competencies

- Good listening skills
- Effective written and verbal communication skills
- Good ICT skills
- Organised, good time management skills, proactive and self-motivated
- Ability to work under pressure, demonstrate resilience and prioritise effectively
- Patient, calm, empathic and non-judgmental
- Committed to working collaborating and forming good relationships with pupils, staff and parents/carers and ensuring the best possible opportunities for all
- Able to demonstrate an understanding of and commitment to equal opportunities and diversity
- Maintain confidentiality at all times
- Ability to be flexible in order to meet the varied needs of pupils (or small group of pupils) and their families, including working across the trust school sites if and when required
- A willingness to develop specialist skills, such as knowledge of the social, emotional and health needs of children with complex needs
- Uphold and promote the ethos and values of the trust.

Other requirements:

- You must be willing to undertake additional training associated with the role. E.g., administration of medicine/ safe handling of medicines /working with families.
- You must have an up-to-date Enhanced DBS Disclosure which the school will apply for, on your behalf, if you are appointed to the role
- Present a professional and friendly disposition
- To integrate all areas of the role, accountability, the actions and behaviours required to actively implement equal opportunities and abide by the trust's code of conduct.
- All staff are required to participate in training and other learning activities, and in performance management and development as required by the school's policies and practices.
- The school is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment