Family Liaison Officer (FLO) & Deputy Designated Safeguarding Lead (DDSL)

Medway Green School

Job Title: Family Liaison Officer (FLO) & Deputy Designated Safeguarding Lead (DDSL)
Reports to: Head of School / Executive Headteacher
Hours: 37.5 hours per week, Monday to Friday, term time plus INSET days

Job Purpose

To act as a key link between home and school, supporting pupils and families to overcome barriers to attendance, engagement, wellbeing and educational success. The postholder will work closely with pupils, families, school staff and external agencies to ensure vulnerable children receive the support they need to thrive.

The role includes significant safeguarding responsibilities as an experienced Deputy Designated Safeguarding Lead (DDSL), supporting the Designated Safeguarding Lead (DSL) in maintaining a strong safeguarding culture across the school and ensuring timely and effective safeguarding intervention.

The postholder will also lead and coordinate admissions and transition arrangements, ensuring prospective pupils and families experience a supportive and well-planned journey into Medway Green School.

Key Responsibilities

Family Liaison and Pastoral Support

- Build positive, professional relationships with pupils and families.
- Act as a key point of contact for parents/carers requiring support, advice or guidance.
- Provide early intervention and support to families experiencing difficulties that may impact on a child's attendance, wellbeing or educational outcomes.
- Undertake home visits where appropriate.
- Coordinate support plans for vulnerable pupils and families.
- Work collaboratively with external agencies including Children's Social Care, Early Help, Virtual School, CAMHS, Youth Offending Teams, Police, Health Services and Local Authority teams.
- Support parental engagement initiatives and encourage families to actively participate in school life.
- Promote positive attendance and punctuality through proactive monitoring and intervention.
- Lead on Child Missing Education (CME) processes and attendance support strategies.
- Maintain accurate, confidential and timely records in line with safeguarding and data protection requirements.

Deputy Designated Safeguarding Lead (DDSL) Responsibilities

The postholder must have experience as a Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL).

They will support the DSL in promoting the welfare and safety of all pupils and ensuring safeguarding procedures are implemented effectively.

Key responsibilities include:

- Act as Deputy Designated Safeguarding Lead in accordance with statutory safeguarding guidance.
- Manage and respond to safeguarding concerns and referrals as directed by the DSL.
- Record safeguarding concerns accurately using the school's safeguarding systems.
- Attend and contribute to Child Protection Conferences, Child in Need Meetings, Team Around the Family Meetings, Early Help Reviews, Strategy Meetings and Professional Meetings.
- Liaise effectively with Social Workers, Local Authority Safeguarding Teams and other external agencies.
- Support safeguarding investigations and information gathering.
- Participate in safeguarding risk assessments and safety planning.
- Monitor safeguarding actions and ensure agreed outcomes are followed through.
- Support staff in understanding safeguarding responsibilities and procedures.
- Assist in monitoring vulnerable pupils, including those with Child Protection Plans, Child in Need Plans, Early Help plans and pupils classified as vulnerable.
- Contribute to safeguarding audits, reviews and inspections.
- Support the school's attendance, welfare and safeguarding monitoring processes.
- Promote a culture where safeguarding is everyone's responsibility.

Admissions and Transition Responsibilities

The postholder will coordinate admissions and transition arrangements to ensure pupils and families receive a positive and supportive introduction to Medway Green School.

Responsibilities include:

- Act as the primary point of contact for prospective families during the admissions process.
- Contact parents/carers upon receipt of consultations to arrange and deliver school tours.
- Provide information about the school, curriculum and support available.
- Coordinate assessment visits and admission activities.
- Liaise with teaching staff and class teams to gather assessment feedback and update consultation documentation.

- Support Senior Leaders with admission decisions and transition planning.
- Prepare and distribute welcome packs for all new pupils and families.
- Ensure all admission paperwork, consent forms and enrolment documentation are completed and submitted to the school office.
- Coordinate transition programmes for new starters.
- Develop individual transition timetables in conjunction with the Head of School.
- Monitor pupil progress throughout transitions and amend transition arrangements where required.
- Maintain accurate admissions records and documentation.
- Support families throughout the admission and transition process to ensure a smooth start at the school.

Additional Responsibilities

- Support the implementation and review of EHCPs, Wellbeing Support Plans and Risk Assessments.
- Work closely with wellbeing, teaching and therapy teams to ensure effective support for pupils.
- Promote positive behaviour and engagement.
- Assist with pupil reviews and annual review processes where appropriate.
- Contribute to whole-school attendance improvement initiatives.
- Support the wider safeguarding, wellbeing and pastoral agenda.
- Participate in educational visits and enrichment activities where required.
- Attend staff meetings, training and professional development opportunities.
- Undertake CPI training and use agreed positive behaviour support strategies.
- Carry out any other duties commensurate with the grade and nature of the post.

Person Specification

Essential

- Experience working as a Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL).
- Experience attending Child Protection Conferences, Child in Need Meetings, Early Help Meetings and multi-agency safeguarding forums.
- Strong knowledge of safeguarding legislation and statutory guidance.
- Experience working with vulnerable children and families.
- Experience liaising with external agencies and professionals.
- Excellent communication and relationship-building skills.
- Experience supporting attendance, inclusion and family engagement.
- Ability to maintain accurate records and handle confidential information.
- Strong organisational and administrative skills.
- Full UK driving licence and access to a vehicle.

Desirable

- Experience working within SEMH or specialist educational settings.
- Safeguarding Level 3 trained.
- Experience coordinating admissions and transitions.
- Experience with safeguarding and attendance management systems.
- Understanding of SEND and EHCP processes.