

Job Title: Family Liaison Officer (Inclusion)

Responsible to: Assistant Headteacher (Inclusion)

Hours: 37.5

Holiday: Term-time plus 2 weeks

Purpose of the Role:

To strengthen the partnership between school, home, and external agencies to ensure that every child—particularly those who are vulnerable or at risk of exclusion—has full access to education and achieves positive outcomes.

The Family Liaison Officer (Inclusion) will act as a key advocate for families, promoting engagement, attendance, inclusion, and wellbeing, and will serve as the **lead professional for all students attending Alternative Education Providers (AP)**, ensuring the highest standards of provision and support.

Key Responsibilities:

1. Family and Community Engagement

- Build strong, trusting relationships with parents/carers to promote inclusion, attendance, and engagement.
- Act as a key contact for families requiring additional support, offering advice and guidance or signposting to external services.
- Facilitate family workshops, drop-in sessions, and meetings to encourage positive home-school relationships.
- Support families in navigating referrals, Early Help Assessments, and multi-agency processes.

2. Inclusion and Attendance

- Work with the Inclusion Team to identify pupils at risk of exclusion, persistent absence, or disengagement.
- Develop early intervention strategies and targeted support to improve attendance and behaviour.
- Monitor patterns of attendance and engagement for vulnerable learners, ensuring appropriate action and support.
- Liaise with teachers, pastoral leaders, and the SEN/Safeguarding teams to ensure a joined-up approach.

3. Alternative Provision (AP) Lead

- Serve as the **lead professional for all students placed in Alternative Provision (AP)** settings.
- Coordinate placements, ensuring that each is appropriate, high-quality, and meets the individual needs of the learner.

- Conduct **6-weekly quality assurance visits** to all AP providers, reviewing safeguarding, attendance, curriculum access, and progress.
- Hold **6-weekly family/carer review meetings** to ensure that parents/carers remain informed, engaged, and supported throughout the placement.
- Maintain clear and detailed records of AP placements, visits, and outcomes, providing regular reports to the Assistant Headteacher (Inclusion) / Senior Leadership Team.
- Liaise with AP staff and external professionals to plan reintegration, transition, or next steps for students.

4. Pupil Support and Wellbeing

- Provide one-to-one mentoring and emotional support for pupils at risk of disengagement or exclusion.
- Support the reintegration of pupils returning from AP, suspension, or extended absence.
- Contribute to the development and implementation of individual support plans, Early Help assessments, and behaviour or attendance plans.

5. Safeguarding and Welfare

- Be an active member of the safeguarding and inclusion team.
- Identify and report any safeguarding concerns following school and statutory procedures.
- Ensure that pupils placed in AP settings are safe and that safeguarding standards are rigorously maintained.
- Work closely with social care, health, and other agencies to ensure wraparound support for families.

6. Communication and Administration

- Keep accurate, confidential records of contact with pupils, families, and providers.
- Contribute to reports for governors, local authority, and senior leaders on inclusion, AP, and family engagement.
- Maintain up-to-date knowledge of local support networks, services, and statutory guidance relevant to inclusion and alternative provision.

Person Specification: Family Liaison Officer (Inclusion)

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• GCSEs (or equivalent) in English and Maths.• Relevant qualification in education, family support, or youth work (Level 3/4 or above).	<ul style="list-style-type: none">• Further qualification in safeguarding, counselling, or mental health.• Training in attendance management or alternative provision.
Experience	<ul style="list-style-type: none">• Experience supporting children, young people, and families in an educational or community setting.• Experience promoting inclusion and removing barriers to learning.• Experience liaising with external agencies and multi-agency meetings.• Strong understanding of safeguarding, child protection, and confidentiality.• Knowledge of attendance and inclusion strategies.	<ul style="list-style-type: none">• Experience coordinating or monitoring alternative provision placements.• Experience conducting family reviews or home visits.
Knowledge and Skills	<ul style="list-style-type: none">• Excellent communication and interpersonal skills.• Strong organisational and record-keeping skills.• Ability to work independently and manage competing priorities.• Empathetic, approachable, and non-judgemental.• Able to build and maintain trust with families and professionals.• Resilient and calm under pressure.• Commitment to equality, inclusion, and safeguarding.	<ul style="list-style-type: none">• Knowledge of local alternative education providers and relevant statutory guidance.• Awareness of SEND processes and reintegration strategies.
Personal Qualities		<ul style="list-style-type: none">• Bilingual or experience working with families from diverse cultural backgrounds.

Additional Information:

- This post is subject to an Enhanced DBS check.
- The postholder will be expected to undertake regular safeguarding and inclusion training.