

Job Description & Person Specification

Post: Family Liaison Officer (FLO)

Reports to: Headteacher

Hours per Week: 37.5 (Monday to Friday, 08:30–16:00, term-time only)

Location: Heath Farm College (KS4/5 SEMH Provision)

Overall Purpose of the Role

The Family Liaison Officer (FLO) plays a key role in supporting the engagement, wellbeing and safeguarding of pupils and families within Heath Farm College. The postholder will work proactively with vulnerable families, external agencies, and college staff to promote positive relationships, ensure consistent support, and remove barriers to learning for students with Social, Emotional and Mental Health (SEMH) needs.

The FLO will also support the admissions process as a key member of the admissions team and act as Deputy Designated Safeguarding Lead (Deputy DSL).

General Duties

- Engage with vulnerable families to formulate and deliver packages of support tailored to individual need.
 - Act as a consistent point of contact within the college for families requiring assistance.
 - Liaise professionally with external agencies, including Housing, NSPCC, Early Help, Social Care, YOS, CAMHS, Passenger Transport and Police.
 - Conduct home visits where required to ensure ongoing engagement and welfare checks.
 - Strengthen parental engagement by providing opportunities for families to connect with Heath Farm College before, during and after a student's transition.
 - Maintain accurate and confidential records in line with college policies, including case studies, safeguarding logs and communication records.
 - Act as the CME (Child Missing from Education) Lead, ensuring robust systems are in place for monitoring and supporting pupils who are persistently absent, late, or at risk of disengagement.
 - Develop action plans to support vulnerable students and promote attendance and wellbeing in conjunction with Outreach support worker.
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Admissions Responsibilities

- Serve as a core member of the Heath Farm College admissions team.

- Act as the first point of contact for prospective families, local authorities and external professionals.
 - Coordinate and book admissions visits, tours and assessment sessions.
 - Support the assessment process by gathering information, contributing to discussions, and engaging with pupils and families.
 - Oversee the transfer of school files and ensure secure receipt, organisation and distribution of documentation to relevant staff.
 - Maintain accurate admissions records.
 - Support transition planning for students moving into Heath Farm College, ensuring families are fully supported throughout the process.
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Safeguarding Responsibilities

- Serve as **Deputy Designated Safeguarding Lead (Deputy DSL)**.
 - Support the DSL in all areas of safeguarding, including responding to concerns, completing referrals, attending multi-agency meetings and maintaining accurate safeguarding documentation.
 - Ensure compliance with Keeping Children Safe in Education (KCSIE) and all statutory safeguarding responsibilities.
 - Provide advice and guidance to staff on safeguarding concerns and escalation routes.
 - Promote a culture of vigilance and safeguarding excellence across the college.
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Specific Duties Working With Pupils

- Build positive and professional relationships with pupils, modelling high expectations and consistent boundaries.
 - Provide personalised support to students, responding appropriately to individual SEMH needs.
 - Assist with the development and implementation of EHCPs, Wellbeing Support Plans (WSPs) and risk assessments.
 - Promote inclusion, acceptance, independence and self-esteem.
 - Employ strategies to recognise and reward progress within the college's behaviour and reward systems.
 - Use specialist skills, training or experience to support pupils with SEMH needs.
 - Support with administering routine and emergency medication in line with college policy.
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Key Tasks Supporting Staff

- Work with the Senior Leadership Team to identify patterns in attendance and behaviour, supporting strategies to improve engagement.
 - Assist in the implementation and review of student documentation.
 - Help maintain a purposeful, orderly and supportive college environment.
 - Use a range of strategies to support learning and wellbeing under the direction of senior staff.
 - Maintain accurate pupil records as required.
 - Promote positive pupil behaviour, supporting conflict resolution and restorative approaches.
 - Build constructive relationships with parents/carers, communicating expectations clearly and sensitively.
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Expectations

- Uphold and adhere to college policies regarding safeguarding, behaviour, health and safety, confidentiality and data protection.
- Contribute to the ethos, aims and improvement plans of Heath Farm College.
- Attend and contribute to meetings, training and development activities.
- Share good practice and support colleagues where appropriate.
- Accompany staff and pupils on visits, trips and off-site activities when required.
- Assist with planning, delivering and evaluating parent workshops, training sessions or engagement events.
- Maintain inventories of equipment and resources where required.
- Demonstrate high expectations of all learners, respecting their social, cultural, religious and ethnic backgrounds.
- Carry out duties efficiently and effectively, and participate in appraisal and performance management.
- Undertake RPI using CPI-accredited techniques (training provided).
- Attend staff briefings and present to staff when required.
- Recognise that job roles evolve over time: staff may be reasonably asked to take on additional duties suited to their skills, experience and qualifications.