

CAREER OPPORTUNITY

Family Liaison Officer - Permanent



**WERE
HIRING!**



**FOLLOW
US**



Headteacher: Brian Thomas

Monkmoor Campus, Woodcote Way, Shrewsbury, SY2 5SH

 01743 563333

 www.severndaleacademy.co.uk

Dear applicant,

I would like to firstly thank you for expressing your interest in our amazing school. I know you will discover that Severndale is not only a school but also an environment that places our children at the heart of everything we do. Severndale Academy is a special school in Shropshire and is a key part of the Learning Community Trust, a multi academy trust working across Shropshire and Telford. Our provision is split across three sites including our main Monkmoor site, a specialist provision working within the Mary Webb mainstream secondary school and also our post 16 – 25 provision based at Shrewsbury College called Futures.



My name is Brian Thomas and I am the Principal of Severndale. We have a very clear vision for our school that drives us every day and in everything we do. We ensure that the needs of all our young people are ‘truly met’ and that we ensure all our pupils leave Severndale being as independent as they can be, being ready to access ‘life beyond the school’ as safe, happy, confident young people.

I feel privileged to work at our school and am so proud to be leading such a fantastic team of staff. You will be joining what can only be described as a team, teachers and support staff work closely and relentlessly to meet our vision. They tirelessly support our young people and their families with additional needs every minute of every day to ensure our children have the best of everything. Every member of staff is passionate about our children and have all developed the knowledge they need through high quality training we provide in school, through the Trust and through leading external experts. This training enables staff with no experience to feel confident in all aspects of their role and our most experienced to become true experts in their field.

Our outstanding staff focus on developing our young people through quality interactions, building strong relationships and supporting positive communication, all within the vehicle of high-quality learning experiences in a dynamic, creative, enjoyable and safe environment.

Whilst our children are the heartbeat of the school, our staff are the driving force. They create the environment and ethos of the school through their dedicated and passionate approach. I hope when you read the information about this role and our school you are excited by the prospect of joining us, working with our amazing young people who will make you smile every day, and developing a career in which to flourish.

I would welcome the opportunity to meet with you and provide you with a tour of our school. If you would like to come and visit, please contact Nic Copeland, HR Officer (nic.copeland@severndaleacademy.co.uk).

I look forward to meeting with you and you joining our amazing team.

A handwritten signature in black ink, appearing to read 'B Thomas'.

Brian Thomas
Principal

About our School

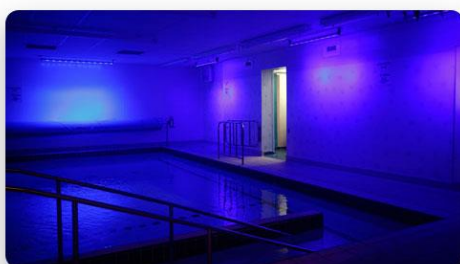
Severndale Academy was established in September 1995 following the reorganisation of provision for children with special educational needs in Shropshire. In September 2008, a large scale development was completed at the site on the Monkmoor Campus. In September 2011 a second provision based at Mary Webb School and Science College opened to cater for secondary aged pupils with moderate learning difficulties. In November 2014 our Futures provision in conjunction with Shrewsbury College providing work related learning for the students.

Our children are amazing and a pleasure to work with, we pride ourselves on the relationships at staff level but especially with our children and their families. Our staff are rewarded every day knowing that they are making a difference to the young people's lives, their families and the community. Our young people are aged 2.5 to 25 and have a range of learning difficulties. These include moderate, severe, complex and profound learning difficulties, those with autism, complex medical conditions and physical and mobility difficulties.

Our curriculum drives how our school works and we also use a range of models to provide our children with active learning through motivating, exciting activities. We encourage children to make choices, solve problems, develop independence and most importantly, have fun!

To enable this high level of education and create an environment for our students that we are proud of we benefit from the most amazing staff. Every member of staff is valued for the role they have, no position is more important than another and it is recognised at all times that the staff need each other for the school to run effectively for the children. Our highly trained internal staffing is complemented by significant external specialist support such as Health professionals, speech and language therapist and physiotherapists.

Our school offers a truly rewarding career, roles with progression and high-level training. Our children and young people make working at Severndale satisfying and gratifying. To find out more about our school please visit our website: [Severndale Academy](http://www.severndaleacademy.co.uk)



Severndale Academy, Monkmoor Campus, Woodcote Way, Shrewsbury, SY2 5SH

01743 563333

admin@severndaleacademy.co.uk

www.severndaleacademy.co.uk

JOB DESCRIPTION – *Family Liaison Officer*

Purpose of the Post:

To allow vulnerable families to have the capacity and skills to provide the right environment for children to develop fully it is essential that a whole family approach is provided at the earliest possible stage to address any underlying issues that are associated with children not reaching their full potential.

The Family Liaison Officer will allow the school to respond to the needs of families in their communities, allowing early identification of need and responding with the right level of support at the right time to provide early help.

The Family Liaison Officer will provide support and evidence-based interventions for families whose children attend Severndale Specialist Academy.

The post holder should be prepared to work alone in families' homes and have an ability to respond quickly to changing needs and circumstances.

The post holder should be able to work in a motivational and inspirational way to engage service users to develop independence and resilience rather than dependence.

Level of Post:

Responsible to the Vice Principal for Safeguarding, Behaviour and Attitudes, and Attendance and ultimately the Principal.

Key responsibilities:

- be responsible to the Vice Principal for Safeguarding, Behaviour and Attitudes, and Attendance who is in turn responsible for the post holder's health and safety, training, and development.
- have supervision provided by the Vice Principal.
- be expected to lead and/or contribute to a range of projects and build relationships with both internal and external partners in order achieve specified outcomes, but will not have direct authority over those involved.

Key duties:

- To work with a caseload of families identified through Severndale Specialist Academy.
- To undertake planned and emergency work using a range of intervention methods and skills, supporting families to overcome any barriers.
- To lead on, and coordinate, a family assessment.
- To work with the family and other agencies to produce a SMART based action plan, with outcomes and measures that will address family and individual difficulties which is then reviewed regularly.
- To maximise the involvement of families in decisions that affect them, ensuring the voice of the child, young people and adults is heard.
- To coordinate the involvement of all agencies working with individual families.
- To be alert to safeguarding issues within a family, raising these with the relevant Designated Safeguarding Lead, as well as raising immediate concerns with the Vice Principal for Safeguarding, Behaviour and Attitudes, and Attendance.
- To support and enable families to exit the service successfully.

Duties and Responsibilities:

- To act as a point of contact in the schools for families in need of support.
- Working independently with families in their homes, assessing the needs of the whole family and coordinating appropriate support
- Promote and build effective relationships with families.
- To provide a consistent and reliable service to families
- To ensure the Essentials for Engagement are in place:
 - A. Consent is in place where appropriate.
 - B. There will have been an assessment that takes into account the needs of the whole family;
 - C. There is an action plan that takes account of all (relevant) family members;
 - D. To act as the Lead Professional, where appropriate; and
 - E. The objectives in the family action plan are aligned to those in the Shropshire Strengthening Families Outcomes plan.
- To establish and maintain effective multi-agency links with the key partner agencies in order to promote an integrated and joined up approach to work with high risk families.
- Support vulnerable children at times of transition.
- To ensure that all work with families is recorded on CPOMS.
- To ensure that there is a good working knowledge of the Early Help Module (EHM) on Liquid Logic, supporting other staff where necessary.
- To recognise, support and understand cultural differences, adapting practice to meet the needs of a family as required.
- To recognise support and promote diversity as required.
- To ensure that programmes of support for parents are available both formally and informally. This will be initiated through comprehensive assessment and local intelligence gathering to ascertain the needs of the family involved.
- To provide guidance and support for families experiencing difficulties in a way that does not bring them into conflict with neighbours, the community and housing agencies. To maintain contact with families for an agreed length of time to help families develop more effective strategies and skills to improve outcomes for the whole family.
- To deliver parenting support using the Solihull Model, where appropriate, (either individually or in a group).
- To attend and participate in Early Help Family Meetings, professionals' meetings, case conferences, Strengthening Families Locality meetings and relevant neighbourhood meetings, and prepare reports when required.
- To implement a solution focused approach.
- To maintain regular contact with families of children and young people receiving support to encourage positive family involvement in the child's/young person's learning.
- To develop good relationships with a range of staff across both Adult and Children's Services as well as with non-statutory partner agencies.
- To receive specialist training, as identified by the line manager, and facilitate intervention programmes when required.
- To provide written and verbal reports.

Professional responsibilities:

- To develop and maintain effective working relationships with colleagues within the team and local area.
- To receive line management and supervision as agreed with the line manager.
- To maintain records securely, participate in data monitoring activities, and undertake evaluation procedures as advised by the line manager.

- To develop and maintain appropriate boundaries of confidentiality with service users and professional colleagues.
- To maintain high standards of professional integrity and respect for others.
- To ensure continuous self-development through training, supervision and other appropriate means.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

General duties:

- To share the Academy's commitment to safeguarding and promoting the welfare of all young people through having knowledge of Government guidelines and adhering to all safeguarding policies and procedures.
- To ensure promotion and support of Equal Opportunities and Health and Safety.
- To contribute fully to the overall ethos/work/aims of the Academy.
- To appreciate and support the role of other professionals.
- To attend relevant meetings as required. To participate in training and other learning activities and performance development as required.
- To support school events and attend as required.
- To undertake ad hoc duties as may be required by the Principal and / or Senior Leadership Team from time to time.

Benefits of the Post:

- Permanent contract
- Salary Scale 5, Spinal Point 13 – 17 (£24,948 - £26,845)
- 37 hours per week for 52.14 weeks per year
- 25 days annual leave plus additional days for long service
- Severndale values the importance of all staff having outstanding training. As a result, our Continual Personal Development programme is robust, providing both internal and external courses not only for current roles, but also to provide a platform for future roles within the academy.
- The leadership of the school fully understands the demands placed on staff. As a result, we offer flexible working contracts to support our staff and their needs.
- One of the key benefits to working with us is the Local authority pension scheme.
- The Academy is proud of how it supports the physical and mental health of our staff. We work in partnership with the School Advisory Service (SAS – employee assistance program). The free benefits of this relationship include:
 - a. Physiotherapy
 - b. Counselling & Mindfulness
 - c. Weight Management
 - d. Nurse Support Service
 - e. Menopause Support
 - f. Whole School & Leadership Support
 - g. GP Phone & Video Consultations
 - h. Cancer & Chronic Illness Support
 - i. Private Medical Operations

Severndale Academy, Monkmoor Campus, Woodcote Way, Shrewsbury, SY2 5SH

☎ 01743 563333

✉ admin@severndaleacademy.co.uk

🌐 www.severndaleacademy.co.uk

j. Staff Wellbeing Clinics

- We are conscious that the Academy needs to support employees with the cost-of-living crisis and one of the ways we do this is by offering every employee the 'Bike to work scheme'.
- Where required we link with NHS and private companies to offer Occupational Health referrals that support you as an employee within the workplace.
- We are fortunate to be able to offer free staff car parking
- Severndale social is an area that will be expanding rapidly with employee benefits such as reduced membership costs at local gyms, a number social events and holding a staff raffle twice a year to show our appreciation of staffs' hard work.

Conditions of Service:

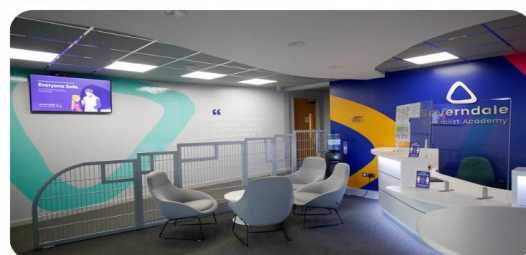
To provide for the education and welfare of a designated class/group of pupils in accordance with the requirements of the Conditions of Employment.

Having due regard to the requirements of the National Curriculum, the schools aims and objectives, schemes of work, and to adhere to the policies and procedures adopted by the Trustees of the academy.

The above job description does not define in detail all of the duties and responsibilities of the post in question. It may be necessary to re-evaluate areas of responsibility. After due consideration and discussion areas may be amended in consultation with the Principal.

The Learning Community Trust is committed to safeguarding and promoting the welfare of Children and young people. All post holders are subject to an enhanced DBS check (including a check on the children's barred list) for the successful applicant. References will be checked following the Learning Community Trust recruitment and selection process. We are committed to equality and diversity and follow the Safer Recruitment practices as set out in the Statutory Guidance - Keeping Children Safe in Education.

For more information regarding our schools commitment to safeguarding, please see our website for our school policies - <https://severndaleacademy.co.uk/our-school/policies/>



Severndale Academy, Monkmoor Campus, Woodcote Way, Shrewsbury, SY2 5SH

01743 563333

admin@severndaleacademy.co.uk

www.severndaleacademy.co.uk

PERSON SPECIFICATION – Family Liaison Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSED
Qualifications	<ul style="list-style-type: none"> • NVQ level 3 or equivalent e.g. in Education, Health or Social Care, Community Development or Diploma in Youth & Community Work • The achievement of English and Maths or equivalent to level 2 of the National Qualification Framework • Evidence of continued professional development • Willingness to undertake further training to provide appropriate services in relation to child and family support services. • 	<ul style="list-style-type: none"> • Degree level qualification • Safeguarding Training • Accredited to deliver an evidence based programme e.g. Understanding your Child 	A, I
Work experience and desired vocational training	<ul style="list-style-type: none"> • Significant experience of working with families, children and young people. • Knowledge and understanding of current issues in child development and parenting. • Knowledge and understanding of and empathy with the dynamics and complexity of family life. • Experience of assessing the needs of families, children and young people. • Experience of providing relevant advice and information to families, and providing support through group-based activities. • Experience of working with professionals in other agencies who work with children, young people or their parents to achieve targeted outcomes. • Experience of recording information about families, and maintaining these appropriately. • Experience of working with vulnerable families. • Experience of home-visiting. • Experience of working in a multi-agency environment. • Experience of working in a school environment. 	<ul style="list-style-type: none"> • Experience of working in a diverse community. • Knowledge and understanding of statutory guidance on children missing education. 	A, I, P
Special(ist) Knowledge	<ul style="list-style-type: none"> • Excellent written and verbal communication. • Able to communicate effectively with children, young people, families, service providers and partners, both orally and in writing. • Excellent assessment skills. 		A, I

	<ul style="list-style-type: none"> • Demonstrate the ability to implement support plans and evidence outcomes. • An ability to positively engage parents/carers and children and young people. • Ability to prioritise workloads, meet demands and evaluate effectiveness of own work. • Ability to ensure the voice of the family, child and young people are heard, including participation in the plan. • Ability to develop excellent exit plan ensuring that families are supported by universal services. • 		
Personal skills and attributes	<ul style="list-style-type: none"> • Clear communication skills. • Good time management. • Ability to prioritise and meet deadlines. • Motivated and enthusiastic. • Evidence of good report writing. • Flexible and supportive to the needs of children and families. • Non-judgemental approach. • Use of initiative; ability to work under own initiative and as team player. • A commitment to continuing professional development. • Ability to maintain high professional standards even when working under pressure. • Good team player. • Able to lead and facilitate group activities, harnessing enthusiasm, energy and skills. • Able to deal with conflict appropriately. 	<ul style="list-style-type: none"> • An understanding of the factors that contribute to vulnerabilities. • Drive and enthusiasm to support development of new integrated ways of working. 	
Job related personal skills	<ul style="list-style-type: none"> • Decision making and problem solving skills. • Ability to reflect on own practice. • Ability to develop innovative approaches to complex problems. • Ability to evaluate the outcomes of a programme and communicate this to other professionals 		A, I, R
Special Working Conditions	<ul style="list-style-type: none"> • The post holder must possess a full driving license • Alternative travel arrangements will be discussed with disabled candidates. • Flexible working hours to ensure proper discharge of duties 		A, I

Method of Assessment: (A) application form, (I) interview, (R) reference