

Family Liaison Officer – July 2026

Background

Are you passionate about supporting young people with SEN and their families to thrive?

St Catherine's is a small national charity working with children and young adults with severe and lifelong speech, language and communication needs and associated conditions. Our residential centre in Ventnor on the Isle of Wight encompasses a specialist school and sixth form centre, intensive speech, language and occupational therapy, outstanding (Ofsted February 2026) residential provision and comprehensive vocational programmes. Our holistic approach ensures each and every student has access to high quality learning and personal development opportunities relevant to their needs.

What We Offer:

- A supportive and welcoming working environment
- Opportunities for professional development and personal growth
- The exciting opportunity to work as part of a unique integrated and inclusive team to make a real difference to children's lives

We are looking for someone who can engage with parents/carers and families to provide early intervention, support and guidance to increase engagement with the school and improve learning and personal outcomes for pupils.

Experience of working as a Family Liaison Officer or in a comparable role is highly desirable and we welcome you making contact to visit our school as part of your application.

Terms and conditions

Working hours will be 37 hours a week across five days, with a start time of 8.30am. Term time plus one week.

Salary will be on St Catherine's Scale – Spine Point 26-30 £27,855.67 - £30,437.09 for the hours and weeks worked

How to apply

You should submit a completed application form outlining how you meet the person specification and what you would bring to the role. **CVs are not accepted.**

Applications should be sent to The Head of People and Development, St Catherine's, Grove Road, Ventnor, Isle of Wight, PO38 1TT or emailed to recruitment@stcatherines.org.uk

Closing Date for applications is - **17th July at midday. Interviews 23rd July.**

This post is subject to an Enhanced Level Disclosure and Barring Check. In addition, all staff have a responsibility to work within St Catherine's Child Protection Policy. Failure by a member of staff to report actual or reasonably suspected physical, sexual or emotional abuse or neglect of a child may be considered a disciplinary offence.

JOB DESCRIPTION FOR FAMILY LIAISON OFFICER

Responsible to: Vice Principal and Designated Safeguarding Lead

Job purpose:

Our Family Liaison Officer (FLO) will act as a vital bridge between home and school, providing pastoral support to families to remove barriers to learning and improve attendance. They will support children's emotional needs, offer advice to parents on attendance and behaviour, and signpost to and work with external agencies and services; all whilst enhancing communication in order to foster positive home-school relationships and ensure young people and their families are accessing the support they require to achieve and thrive.

Key Responsibilities:

- **Attendance Improvement:** Monitoring attendance data, conducting home visits, and working with families and the LA Education and Inclusion team to address persistent absence.
- **Family Support & Guidance:** Offering advice and guidance and providing effective support for families in need.
- **Student Wellbeing:** Supporting children with their mental health and wellbeing and acting as a Deputy Designated Safeguarding Lead.
- **Pastoral Link:** Serving as a key contact for parents and preparing reports for/attending meetings with external professionals such as Children's Services.
- **Signposting Services:** Connecting families with local organisations and external agencies for targeted support. Advocating for young people and their families to access the support they require.

Essential Qualifications and Skills:

- Experience of working with children, young people, and families.
- Strong communication and interpersonal skills and the ability to build trust and empathy.
- Ability to work independently and as part of a wider multi-disciplinary team.
- Strong understanding of safeguarding, child protection, and confidentiality protocols.

Main responsibilities:

Attendance

- To monitor and track student attendance; ensure regular attendance and take further action through letters and meetings if needed in conjunction with the senior leadership team.

- To take supportive/remedial action in respect of individual absentees, to secure regular attendance.
- Give advice and support to the school on policies/procedures/strategies in relation to the school approach of managing individual pupil attendance.
- Monitor and record the outcomes of planning with parents/students to improve attendance, maintaining efficient and contemporaneous notes and records.
- Monitor the effectiveness of school policies/procedures and strategies in relation to individual and whole organisation approaches to managing attendance.
- To advise and assist parents and students to reduce absenteeism, and provide liaison between pupils, the school and/or parents, including identifying problems of which irregular attendance may be a symptom

Family, Community, and Multi Agency Liaison

- To work directly with children and their families in the community, within their homes as well as at the school, in order to promote, strengthen and develop the relationship between parents/carers, children and young people and the school.
- To lead on completing and lead on Early Help Assessments and Tiers
- Attending and contributing to CIN and CP meetings and plans
- To help develop and sustain collaborative links with relevant agencies, practitioners and parents in order to support children/young people and their families.
- To work in a variety of settings, in particular the home and school environments to develop, plan and participate in programmes of work with parents/carers and children, both individually and in groups.

Supporting Students

- Meet with staff, students and parents to identify problems and possible solutions.
- Work closely with vulnerable students in small groups or 1:1 sessions to support wellbeing or any challenging situations.
- Run intervention work with families and staff to improve the attendance.
- Foster good working relationships with students, parents and staff.
- Any other reasonable duties as required by the Principal or senior leadership team.

General

- Actively promote the school's vision, aims and objectives.
- Comply with all the school's policies and procedures.
- Commit to the safeguarding and promoting of the welfare of children and young people.
- Adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- Attend relevant school meetings, as well as any other relevant meetings associated with this role.
- Complete administrative tasks such as writing up case notes, sending letters to parents, preparing school/professional reports and building a rigorous evidence base of intervention.
- Be able to work in a multi-cultural context.

General responsibilities for all staff

All staff have a responsibility to work within St Catherine's Child Protection policy. Failure by a member of staff to report actual or reasonably suspected physical, sexual or emotional abuse or neglect of a child may be considered a disciplinary offence.

All staff have a responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with the organisation's health and safety policy and to undertake specific health and safety responsibilities as directed.

All staff are expected to support a commitment to equality of opportunity.

All staff are expected to work to St Catherine's policies and procedures and to act as positive role models for children and young people.

As employees, all staff may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of students, information affecting members of the public, matters concerning staff and/or details of items under consideration of the charity. Under no circumstances should such information be divulged or passed to any unauthorised person or persons. This includes holding discussions with colleagues concerning students in situations where the conversation may be overheard. Breaches of confidentiality will result in disciplinary action, which may involve dismissal.

All staff are expected to use their utmost endeavours to promote the interests and reputation of St Catherine's, and any associated body.

This job description is not meant to be exhaustive and will be reviewed with the post holder on a regular basis.

Person Specification

	Essential	Desirable
Experience	• Experience of multi-agency working • Working with children and young adults • Experience of working directly with young people and families • Experience of child protection policies and procedures; KCSIE 2026 and working together to safeguard children • Working in formal contexts with children • A minimum of Level 2 Safeguarding training	• An understanding of the law relating to education and current legislation around SEN and attendance • Working with Children's Services, including the Disabled Children's Team • Completing and leading on Early Help Assessments and Tiers • Attending and contributing to CIN and CP meetings and plans • Working as a deputy designated safeguarding lead • Leading on attendance improvement initiatives and working with external agencies to remove barriers
Education / Training / Qualifications	• Minimum of GCSE grade 4 or above in Maths and English • Willingness to undertake all relevant and necessary training • Level 2 Safeguarding training	• CWDC qualification or relevant child care qualification • DipSW, Dip HSC / Social Work Diploma / Degree or equivalent. • Level 3 safeguarding training • Mental health qualification (young people) • Training in areas such as child on child abuse, FGM and domestic abuse • Sentinel training via the local authority • Child abuse and exploitation training including the HIPS toolkit • Knowledge of Missing, exploited and trafficked children (MET) and the CERAF risk assessment framework • Knowledge of the local Neglect Strategy
Skills – Disposition	• Able to demonstrate a skilled balance of interpersonal, organisational, and safeguarding-related skills.	• ICT and data interpretation skills

	• Excellent communication skills, with the ability to engage effectively with pupils, families and staff • Strong interpersonal skills and the ability to build trust and positive relationships • Empathy, patience, and a non-judgemental approach when supporting families • Excellent organisational and time management skills, with the ability to manage a varied caseload • Problem-solving skills and the ability to respond calmly in challenging situations • Knowledge of safeguarding procedures and a commitment to child protection • Ability to work collaboratively with school staff and external agencies • Cultural awareness and sensitivity to diverse family backgrounds • Resilience and emotional intelligence when dealing with sensitive or complex issues • Strong record-keeping and administrative skills, with attention to detail • Ability to maintain confidentiality and professional boundaries • Initiative and the ability to work independently when required • A proactive and solution-focused approach to supporting families	
Working Arrangements	It is essential that you hold a Driving licence and have use of a car, as your work may involve visiting schools, external meetings and pupils' homes.	