



The Sisters of the Sacred Hearts of Jesus and Mary

Care Philosophy

The underlying principle which fashions the philosophy of care at any place run by the Sisters of the Sacred Hearts of Jesus and Mary is a Christian one. Our aim is to promote a positive, caring environment which focuses upon and addresses the needs of each person in our care or to whom we provide a service.



JOB PROFILE

Department	Education
Job Title	Family Engagement Officer
Reports To	Senior Leadership Team
Responsible To	Principal
Grade	Grade 5 Hours: TTO + 120 hours (3 weeks)
Job Purpose	<ul style="list-style-type: none">• The Family Engagement Officer plays a key role in improving home-school communication, promoting inclusion, supporting safeguarding and attendance, and helping families to access support services.• To build positive, trusting relationships with families and carers of students supporting them to fully with their child or young person's education and development.• This role will be required to undertake home visits and meetings off site.

JOB DESCRIPTION

Main Duties and Responsibilities

Family Engagement and Support

- Act as the main point of contact for families requiring support or guidance.
- Build and maintain trusting, non-judgmental relationships with families, encouraging their active involvement in their child's or young person's school life.
- Work with families to develop parenting skills and promote student's wellbeing, emotional and social development, supporting them to manage challenges related to SEND, behaviour, health, and routines.



- Support parents to understand and contribute to EHCP reviews, care plans, behaviour support plans and therapeutic interventions.
- Organise and facilitate parent/carer forums, workshops, drop-in sessions, and information events.
- Lead on Parents Forums and Parents Evening Events
- Support the Senior Leadership Team with transition arrangements, ensuring communication with new families and those leaving the school is timely and relevant to the young person and the family.
- Carry out home visits to support admissions and transitions.

Attendance and Welfare

- Work closely with the Inclusion Coordinator, PBS and Safeguarding Team to promote regular school attendance and reduce persistent absence.
- Carry out weekly analysis of attendance data with particular reference to Pupil Premium children and work with families and teachers to overcome any potential barriers to learning.
- Identify with parents' the reasons for their children's non-attendance. Ascertain the probable causes of the absences and implement strategies / action plans to resolve the situation – working closely with the MDT Team, the child/young person and the family.
- Carry out home visits where appropriate, in line with safeguarding protocols.
- Monitor attendance and welfare trends in collaboration with school leaders.
- To refer cases for consideration at MDT, completing recommended actions within expected timescales.
- To fulfil School's legal responsibility in locating Children Missing Education (CME) and to support those families who require support
- To lead on the development of extra-curricular activities and afterschool clubs

Multi-agency Working

- Signpost families to appropriate external services including Early Help, social care, mental health, housing, financial advice, and respite care.
- Attend and contribute to multi-agency meetings such as CIN (Child in Need), CP (Child Protection), TAF (Team Around the Family) and Early Help assessments.
- Liaise with therapists (OT, SLT), educational psychologists, CAMHS, and other professionals to ensure joined-up support for families.

Safeguarding and Child Protection

- Be alert to signs of abuse, neglect, or family stress and report concerns promptly in line with the school's safeguarding procedures.
- Maintain accurate, confidential records using the school's systems
- Support the Designated Safeguarding Lead and Safeguarding Team in their duties, as required.

Communication and Inclusion

- Support the development of accessible communications for families, including those with additional communication needs or EAL.
- Help parents navigate the SEN and social care systems, including understanding EHCPs, benefits, and tribunal processes.
- Promote a welcoming, inclusive school culture that values parent voice and partnership.



Additional Information

- Some flexibility is required, including occasional home visits.
- Training will be provided in safeguarding, PBS (Positive Behaviour Support), and other relevant areas.

General

- Assist with the supervision of students out of lesson times.
- Accompany teaching staff and students on visits, trips and out of school when necessary.
- Attend and participate in relevant meetings as required.
- Attend relevant training and take responsibility for your own professional development.
- Maintain a professional portfolio of evidence to support your Performance Management process.
- Make a positive contribution to the overall ethos, vision and aims of the school.
- Be aware of and comply with policies and procedures relating to child and vulnerable adult protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Undertake any other duties, commensurate with the post

Responsibility

- For undertaking the duties accurately and efficiently and prioritising own workload.
- For meeting all necessary deadlines set by managers, Senior Leaders and external agencies.
- For bringing matters to the attention of senior staff when necessary.

Decision Making

- Routine decisions regarding the organisation of own work.
- When it is necessary to refer matters to senior staff and when decisions can be taken within guidelines set.
- When matters are confidential or need to be dealt with sensitively- especially when child protection is involved.

This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the post-holder will perform. The post holder will be expected to undertake other tasks commensurate with the general level and responsibility of the post as decided by the Principal and/or Governing Body in the context of the schools changing needs.

The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post holder.

Posts working with children and/or vulnerable adults will be subject to an enhanced DBS. Pield Heath House School is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

We recognise the value and worth of those people who we work with and seek to uphold standards of the highest quality. This is to reinforce the dignity and respect of the individual in an atmosphere which is warm, caring, stimulating, accepting and free from all forms of prejudice and discrimination. This means a true partnership between the organisation, parents/carers and authorities or other stakeholders, which will promote the physical,



intellectual, emotional and social development of our young people or others in our care, in order that they may achieve their full potential.

The Post Holder is expected to uphold the Christian ethos of the school.

Postholder Name: _____

Signature: _____

Date: _____



PERSON SPECIFICATION

	Essential	Desirable
QUALIFICATIONS & TRAINING		
Good standard of general education (e.g. GCSE English and Maths or equivalent)	✓	
Relevant qualification in family support, health, social care, education or community work (Level 3 or above)		✓
Evidence of continued professional development in safeguarding, SEN, family engagement or related areas		✓
EXPERIENCE		
Experience of working directly with families and/or children and young people in a support role	✓	
Experience of working in an SEN, education, or multi-agency setting	✓	
Experience of facilitating meetings, or running parent support sessions	✓	
Experience supporting families of children with complex needs or disabilities	✓	
Experience using safeguarding or case management systems	✓	
KNOWLEDGE & SKILLS		
Understanding of the challenges faced by families of children with severe and complex learning difficulties	✓	
Knowledge of local services and support available to families, including Early Help and SEND services	✓	
Broad understanding of SEND regulations	✓	
Understanding of safeguarding, child protection and confidentiality principles	✓	
Excellent verbal and written communication and interpersonal skills	✓	
Ability to build trusting relationships with families, staff, and professionals	✓	
Skilled in managing sensitive situations and maintaining professional boundaries	✓	
Competent in using IT systems, email, Microsoft Office, and record-keeping tools	✓	
PERSONAL ATTRIBUTES		
Approachable, empathetic, and non-judgmental	✓	
Flexible, proactive, and able to work independently	✓	
Committed to equality, diversity and inclusive practice	✓	
Willing to undertake further training relevant to the role	✓	
Full driving licence and access to a vehicle for home visits (if required)		✓