**Person Specification – Family Liaison Officer**

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications  | * NVQ level 3 or above in relevant qualification
* Good standard of literacy and numeracy
 | * An appropriate qualification for the role
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| Knowledge and Experience  | * Ability to manage difficult situations and find effective solutions
* Knowledge of safeguarding and social care
* Ability to relate well to children and adults
* Experience of engaging successfully with a wide range of stakeholders
* Experience of working in a school environment
 | * Experience of working in a Catholic school
* Experience of managing a case load
* Experience of monitoring attendance
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| Professional Skills  | * Evidence of an understanding and commitment to Equal Opportunities and an understanding of its effective operation within a school.
* Ability to handle sensitive and confidential information and act in an appropriate manner
* High level ICT skills
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| Personal Qualities | * Sympathetic to the ethos of a Catholic school
* Flexibility and being open to new ideas
* Good interpersonal skills and the ability to work as a member of a team.
* Ability to develop and maintain good relations with all members of the school community and to work co-operatively with staff from a range of agencies as required
* Ability to communicate clearly and concisely both orally and in writing and to produce information in an organised manner
* Ability to remain calm under pressure
 | * Practising Catholic
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