**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 |
| 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 |
| 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 |  |
| 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 |