A Day in the Life of a Family Liaison Officer

Who Am I?

Job Title:
Family Liaison Officer (FLO)

My Purpose:
I support the children and families of Rumworth by building strong relationships between home, school, and support external services. I ensure every child feels safe, understood, and despite challenges, are able to succeed.

Each day, I do the following:

- Build positive relationships with families
- Lead interventions with students
- Support attendance and punctuality
- Help remove barriers to learning
- Safeguard our young people
- Signpost families to support services
- Support wellbeing and behaviour
- Work with teachers, leaders, and outside agencies

Why My Role Matters and what impact I can make on those I work with

I provide a trusted, compassionate link between families and give the support they need to thrive. By listening without judgement, I create a safe space where families feel heard and understood, which helps build trust and confidence. I work collaboratively to develop practical support plans, guiding families to access essential resources such as food banks, housing, and benefits, while also promoting mental health and wellbeing. Through my work, I help reduce barriers and ease daily pressures, allowing families to focus on stability and growth. Most importantly, my support helps learners feel safe, secure, and valued, creating a positive impact that strengthens both the family unit and the wider community.

When families feel supported, young people feel safe, attend school, and thrive.

Who Do I Support?

- Parents and Carers
- Young People
- Teachers and School Staff
- Health and Social Services
- Community Organisations

Did you know?
All Family Liaison Officers are **DDSLS**
(Deputy Safeguarding Leads)

More About Me:

In my role, I manage a range of challenges that require sensitivity and resilience. I support families through safeguarding concerns, attendance barriers, and sensitive situations, often involving emotional conversations. Despite time pressures, I stay focused on providing calm, practical support that protects children and helps families move forward.

A good Family Liaison Officer is empathetic, approachable, and a strong listener. Being organised and confidential ensures families feel safe and supported, while staying calm under pressure helps me respond effectively in difficult situations. Strong problem-solving skills allow me to find practical solutions that make a real difference for families.

My Typical Day:

Time	What I Do	Who I Work With
8:00 – 9:00	Morning check-ins & attendance follow-ups	Parents, Students. Admin, Pastoral Team
9:00 – 10:30	Meet with families	Parents/Carers /Students
10:30 – 12:00	Student wellbeing support	Students, Teachers
12:00 – 1:00	Safeguarding updates / referrals	DSL, External Services, Students
1:00 – 2:30	Family support & referrals	Social Care, CAMHS, Housing, Students
2:30 – 3:30	Behaviour & attendance interventions	Staff, Parents/Carers & Students
3:30 – 4:30	Record keeping & follow-ups	School Team