



Job Title: Family Liaison Officer

Location: Rotherham

Contract Type: Full-time (52 weeks)

Salary: £29,355 - £32,239 (depending on qualifications & experience)

Commencement of Role: 1st September 2026

About the Role

Rotherham Opportunities College is seeking a compassionate, proactive and resilient Family Liaison Officer to join our specialist college team. This role is central to supporting students with additional needs by strengthening the connection between home, college and external services.

You will work closely with students, families, staff and external professionals to promote engagement, wellbeing and positive outcomes for learners with a range of complex needs.

Key Responsibilities

Family Engagement & Support

- Build and maintain trusting, professional relationships with students and their families, promoting positive engagement and wellbeing
- Act as a key point of contact for families requiring additional support, ensuring timely and effective communication
- Provide guidance, reassurance and early intervention to help overcome barriers to learning, attendance and engagement
- Facilitate effective communication between home and college, including undertaking home visits where appropriate
- Maintain accurate, timely and confidential records in line with data protection and organisational requirements
- Demonstrate a clear understanding of professional boundaries, maintaining appropriate and ethical relationships at all times
- Effectively navigate and contribute to multi-agency working, liaising with external professionals to support coordinated outcomes
- Support parent/carer meetings and groups of parents with information sharing.



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MyPlace, St Ann's Road, Rotherham, S65 1PH

01709 242585

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Student Wellbeing & Safeguarding

- Work within safeguarding procedures to support vulnerable students
- Identify concerns relating to wellbeing, attendance or behaviour and respond appropriately
- Contribute to student support plans and EHCP reviews
- Work closely with pastoral and safeguarding teams to promote positive outcomes

Attendance & Participation

- Monitor attendance and support strategies to improve engagement
- Work with families to address barriers to attendance and participation
- Support re-engagement of learners at risk of disengagement

Multi-Agency Working

- Liaise effectively with external professionals including education, health and social care services
- Attend and contribute to multi-agency meetings and reviews
- Share relevant information (with appropriate consent) to support coordinated planning

Social Care & Care Act Support

The Family Liaison Officer will:

- Identify when students or families may benefit from additional support from Adult Social Care
- Support and make referrals to relevant services where appropriate
- Liaise with professionals involved in assessment and care planning
- Advocate for students and families during meetings and discussions
- Contribute relevant contextual information to support external assessments and planning processes



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Person Specification

Essential

- Experience working with young people, families, or vulnerable individuals
- Strong communication and relationship-building skills
- High levels of emotional intelligence, with the ability to respond sensitively to complex family situations and build trust with vulnerable individuals
- Resilient and able to maintain professionalism and composure when working with challenging situations, conflict, or emotionally demanding circumstances
- Good understanding of safeguarding principles
- Ability to work independently and manage a varied caseload
- Strong organisational and record-keeping skills
- Full UK driving licence and access to a vehicle

Desirable

- Experience in a specialist, SEND or alternative education setting
- Knowledge of EHCP processes and multi-agency working
- Experience supporting attendance, behaviour or pastoral interventions
- Training in mental health, safeguarding or similar areas

Qualifications

- Level 3 qualification in a relevant field (e.g. education, health and social care, youth work) or demonstrable equivalent experience
- Further qualifications in youth work, social care, counselling, education, psychology or related disciplines are desirable

Additional Information

This role requires a high level of resilience, discretion and professionalism, along with a genuine commitment to supporting vulnerable learners and their families within a specialist education environment.

To apply please complete a ROC application form and return to recruitment@theroc.co.uk by Tuesday 26th May 2026 at 5pm



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