

Chailey Heritage School



Chailey Clinical Services



Jewell Trust Family Liaison Worker Information for Parents and Carers

What is a Family Liaison Worker?

The **Jewell Trust Family Liaison Worker** is employed to support parents and carers at Chailey Heritage School and Chailey Clinical Services. The post is generously funded by a bequest – the Jewell Trust.

The Family Liaison Worker provides ongoing support to parents and carers of children with special educational needs at Chailey Heritage School, particularly as they enter school, and at times of transition between departments.

What can the Family Liaison Worker help parents and carers with?

The support that each individual family needs varies and can change over time. The Family Liaison Worker provides parents and carers with help from a professional who is not directly involved in their child's care. Examples of help may include:

- Supporting families in the process of gaining a place at the school, including meeting with them at informal visits to the school, providing information and giving advice.
- Giving families information about the Chailey Heritage School assessment process, attending school assessments with them and helping them express their views about their child's needs.
- Helping families liaise with the many professionals at Chailey Heritage their child is involved with, and giving help in resolving any issues.
- Assisting with understanding reports and forms and in writing parents'/carers' views down for reviews or meetings.
- Helping prepare for and attending meetings with parents and carers such as health reviews, clinics, annual reviews and multi-disciplinary reviews, as well as following up any queries afterwards and liaising with the team about the families' needs.

- Offering advice and support during the EHCP transition and annual review processes, and at transition between school departments, including visiting local provision as needed and helping parents and carers present their views.

The Family Liaison worker can meet with parents at Chailey, or in their homes as needed.

What other kinds of support can the Family Liaison Worker give?

- Providing ongoing emotional support for parents, and being someone to talk to during difficult times. Being the parent of a child with complex needs can be stressful and exhausting

How can the Family Liaison Worker help parents and carers in dealing with education and social care?

- Helping families in contacting and getting help from the Education and Special Educational Needs Departments, especially around your child's annual review, statement or EHCP and school placement.
- Liaising with Social Care around respite issues.
- Informing families about other local services or resources that may be of help.

What courses and social events are run for parents?

The Family Liaison Worker organises coffee mornings for parents and carers each half term. These are often around a theme, with a speaker giving some useful information. Recent topics have included:

- Disability Benefits and Changes to the Benefits System
- Preparing for Puberty

Ideas for coffee morning topics are always welcomed. Coffee mornings are a good way to meet other parents and carers and share experiences.

The Family Liaison Worker, along with a Parent Co-trainer, also runs a 5 session course for parents called “The Insiders Guide to bringing up Children with Special Needs”. Details of the next dates for this course are sent out via “Parent Mail” from the school office.

What do parents say about the support they have received from the Family Liaison worker?

- She is always at hand and very efficient
- She is irreplaceable. She is so supportive in every way. She never fails to think of everything, things that we might forget, she remembers. She is a massive support to us in meetings and I know we can call her at any time.
- I have received regular phone calls to check everything is OK and been invited to coffee morning events. I feel well supported.
- She attends reviews and although we often can't make the courses/coffee mornings, we know the FLW is there to help and support us if needed.
- Having just started at school, we were very pleased with the way the Family Liaison Worker helped us make our move to Chailey.



Denise Howard, Family Liaison Worker

How to get in touch:

My normal days of work are: Monday, Wednesday Thursday and Friday during term time.

My phone number is 01825 724736

(If I am not available please leave a message and I will return it, if you need help urgently please contact Sarah Otway Deputy Head of CHS on 01825 724444, or Jane Windsor Head of Clinical Support to Pupils at CHCS on 01825 722112)

Email: { HYPERLINK "mailto:Denise.Howard2@nhs.net" }

Postal address:

Denise Howard
Family Liaison Worker
Chailey Heritage Clinical Services
Beggar's Wood Road
North Chailey
Near Lewes
East Sussex
BN8 4JN