



Position Description

Student and Family Liaison Officer

Lourdes Hill College educates young women to embrace life and a passionate love of learning in a nurturing, inclusive and innovative Catholic learning community. We equip each person to reach their potential and boldly embody Benedictine values, listening actively with the 'ear of the heart'. Our overarching vision is to be universally recognised for empowering generations of young women to be a transforming Benedictine presence in our world.

Position Overview

The Student and Family Liaison Officer plays a vital support role supporting the College's Pastoral and Wellbeing Team. This position provides direct, relational support to students and families where attendance or engagement in school life has become a concern.

Grounded in the College's Benedictine values and commitment to holistic care, this role focuses on understanding the underlying reasons that prevent regular attendance, working in partnership with families and key staff to remove barriers and support positive re-engagement.

The Student and Family Liaison Officer works collaboratively with the Head of Counselling, College Pastoral team and the Faculty of Differentiated Learning to ensure that each student is known, valued, and supported. The role contributes to a culture of belonging and presence, where students are empowered to reconnect with their learning and the life of the College in a supported and sustainable way.

Duties and associated indicators of successful performance include:

Religious & Mission Stewardship

- Demonstrates humility, reflection, and relational presence in daily interactions, modelling the values of the Good Samaritan, Benedictine tradition, and the College.
- Actively participates in liturgical, prayer, and formation experiences that contribute to the faith and spiritual life of the College community.
- Integrates faith, values, and reflection into everyday work and relationships within the College.
- Contributes to College service, social justice, and formation initiatives as a practical expression of the mission and values.

Student and Family Engagement

- Build strong, trusting relationships with students and families to understand factors influencing school attendance or engagement.
- Act as a compassionate point of contact for families requiring additional support or coordination of care.
- Conduct restorative and solution-focused conversations that promote understanding, accountability, and hope.
- Assist families in navigating available College and community supports to overcome attendance barriers.



LOURDES HILL COLLEGE

A School of *Good Samaritan Education*

Re-engagement and Transition Support

- Develop and implement individualised re-engagement plans for students returning to school after extended absences.
- Liaise with House Pastoral Leaders and Counsellors to ensure consistent communication and wrap-around support.
- Provide regular check-ins and mentoring to help students maintain attendance and strengthen their sense of belonging.
- Monitor progress and celebrate successes as students re-establish connection with school routines and learning.

Attendance and Wellbeing Coordination

- Support the daily monitoring of attendance and early identification of students at risk of disengagement.
- Maintain clear, confidential records of attendance interventions, family communication, and student progress.
- Contribute to the development of reports and summaries for the Head of Counselling, Head of Pastoral Care and Deputy Principal – Students and Wellbeing.
- Promote awareness of the importance of attendance and connection through the College Pastoral team, pastoral programs and student communication.

The Heart Hub / Wellbeing Space / Relaxation Room

- Coordinate a calm and supportive space for students needing time to pause, regulate or reset in order to re-engage with learning.
- Triage students where appropriate and signpost to further pastoral care or counselling supports.
- Maintain confidential records and communicate with relevant pastoral staff, teachers or counsellors as needed.
- Promote the Hub as a positive, restorative space that reflects the College's Benedictine values.
- Support the ongoing development and care of the environment to ensure it remains welcoming and purposeful.

Safeguarding and Compliance

- Uphold the College's commitment to child safety, ensuring all practices reflect current legislative and policy requirements.
- Adhere to confidentiality, recordkeeping, and privacy standards in all communications and documentation.
- Contribute to the accurate maintenance of attendance records and compliance reporting as required.

Other Duties

- Any other duties as required.

Other Information:

This role reports to Head of Counselling.



LOURDES HILL COLLEGE

A School of *Good Samaritan Education*

Direct Reports

- NIL

Key Relationships

- Deputy Principal
- Head of Pastoral Care
- House Pastoral Leaders
- Faculty of Differentiated Learning

Qualifications and Experience

- Minimum Certificate IV level in counselling, social work, psychology, or youth work.
- Minimum 3 years experience in counselling, social work, psychology, or youth work
- A Current Positive Notice Blue Card for Child Related Employment, or the ability to obtain one

Term of appointment

This role is a 12 month contract role, and is classified as a Level 6, School Officer under the Catholic Employers Single Enterprise Collective Agreement – Religious Institute Schools of Queensland 2023-2026.