



FAMILY LIAISON OFFICER

Position Overview

The Family Liaison Officer (FLO) for the Tunbridge Wells Islamic and Cultural Association (TWICA) is responsible for supporting Muslim families in the local community by providing guidance, resources, and assistance in various aspects of life. This role involves being a point of contact for families, helping them navigate social, educational, and welfare systems, and ensuring that their needs are met in a respectful and culturally sensitive manner. The FLO will work closely with the TWICA team and local partners to build a supportive environment for families, fostering cohesion, understanding, and empowerment.

Key Responsibilities

1-Family Support and Advocacy:

- Serve as a point of contact for Muslim families, offering advice and support in a variety of areas, including education, housing, health, and social welfare.
- Advocate for the needs of families within the local community and liaise with relevant local authorities, services, and organisations to ensure families receive the support they require.
- Provide information and guidance on issues such as child protection, parental rights, access to social services, and cultural integration.
- Help families access support services such as mental health resources, financial assistance, and housing options.
- Assist in resolving conflicts or issues that may arise within families or between families and external services or organisations.





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2-Community Engagement:

- Build strong relationships with local families, ensuring their voices are heard and their concerns are addressed.
- Organise family-oriented events, workshops, and programmes that promote family well-being, education, and cultural enrichment.
- Coordinate support groups and activities to strengthen social ties among families, helping them feel part of the broader community.
- Work with local schools and educational institutions to ensure that children from Muslim families have access to a supportive and inclusive educational environment.

3-Resource Coordination:

- Provide families with access to a wide range of resources and services, including legal, financial, educational, and healthcare support.
- Work closely with local organisations, social services, and community groups to create a network of support for families.
- Develop and distribute informational materials about available services, community resources, and relevant programs to Muslim families.





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4-Cultural Sensitivity and Support:

- Ensure that the support provided is culturally sensitive and aligns with Islamic values and practices.
- Offer advice and resources that are tailored to the unique needs and challenges of Muslim families in the community.
- Promote understanding and respect for Islamic traditions and values within the broader community.

5-Family Education and Empowerment:

- Offer guidance and advice on family-related matters, including parenting, family dynamics, and child development.
- Develop and facilitate workshops or training sessions for families, focusing on personal development, financial management, health and well-being, and educational support.
- Encourage families to become more self-sufficient and empowered by providing them with the tools and knowledge to navigate everyday challenges.

Approved by:

Tunbridge Wells Islamic And Cultural Association

