

Education Welfare Officer Job Description

Job Purpose:

- To improve attendance rates, reduce student absence and to engage with families to support them to ensure they fulfil their legal responsibilities
- To facilitate effective partnership between parents and PPP. To work in partnership with colleagues and others to contribute to the reduction of disaffection, anti-social behaviour and youth crime

Duties and responsibilities:

- Advise key workers on student absence and suggest strategies aimed at improving engagement in education provision, reducing disaffection and increasing self esteem amongst the most challenging students
- Provide support and advise colleagues regarding the monitoring of attendance for all students and systems to follow up absence
- Work in partnership with colleagues to improve attendance rates by establishing effective partnerships with teaching and support staff.
- Provide regular and timely attendance data to the London Borough of Hounslow and local authorities.
- Interview pupils, parents and others on site, at their home or any other venue
- Follow prosecution procedures, delivering cautions, preparing evidence for fixed penalty notices in line with the local code of conduct, being the holding officer on parenting orders, Education Supervision Orders, and other education related orders
- Offer appropriate targeted support to families and young people which enables them to engage fully in education provision and to contribute to multi agency working groups that work to reduce youth involvement in anti-social behaviour and crime as both victims and perpetrators
- Support PPP's responsibilities for monitoring the movement of young people between schools and their access to education provision
- Be aware of and adhere to all child protection procedures ensuring the safety of young people remains paramount
- Attend case conferences and liaise with professionals from other agencies where appropriate
- Maintain case records and contribute to PPP's databases and record keeping systems, which are ICT, based
- Identify, refer and track vulnerable young people in partnership with other professionals
- Seek and accept regular supervision and advice from the Head of Education Welfare at the London Borough of Hounslow
- Contribute and meet with the Education Welfare and wider team at the London Borough of Hounslow
- Undertake other duties as directed by line managers commensurate with the post

Other

- Willingness to work in a range of settings including school, college, court, police station and young offenders institution
- Willingness to work in a flexible way including evenings and occasional residential weekends and to undertake home visits
- To work in accordance to the PPP Framework
- To take part in PPP team meetings, events and training as necessary
- To contribute to the development and implementation of the overall ethos/work/aims of the PPP
- To work in accordance with PPP policies, particularly in relation to equal opportunities, bullying and harassment, health & safety and child protection
- Level of CRB needed: enhanced

Education Welfare Officer Person Specification

Skills and abilities

- Work in a collaborative and multi-disciplinary framework
- A good understanding of the issues and problems that impact upon families experiencing a range of difficulties and the ability to support parents/carers and young people
- Have the ability to motivate disaffected young people and non compliant parents/carers. The ability to challenge parents/carers and young people who are failing to respond to support given
- Communicate effectively, both verbally and in writing, with colleagues, parents/carers and other agencies
- The ability to work collaboratively with team members and provisions to deliver improved outcomes.
- The ability to work to deadlines in a pressurised and sensitive area of work, being aware of London Borough of Hounslow's confidentiality and information sharing protocols
- The ability to apply the principles of the PPP's Equal Opportunities and Customer Care Policies to the work of the Child Protection and Safeguarding agenda
- Be highly organised paying close attention to detail
- Enjoy and be able to work as part of a small team
- Have a flexible approach to work
- Be emotionally resilient and be able to work in a challenging environment
- Work in an organisation that is undergoing change due to development and growth

Experience

- Working with pupils who have emotional and behavioural/medical difficulties
- Delivering therapeutic groups to young people
- Working with parents/carers who are needing support to manage their young people
- Working in partnership with a range of professionals and agencies
- Delivering services to the public

Knowledge

- Knowledge of the Local Authority's statutory duties in respect of attendance enforcement
- Knowledge of the respective roles and responsibilities of schools, staff, parents and the Local Authorities in respect of attendance and anti-social behaviour

Qualifications

- Some out of hours meetings and home visits
- A relevant professional qualification in working with young people is desirable