



JOB DESCRIPTION

EDUCATION WELFARE OFFICER

RESPONSIBLE TO:

MAIN CONTACTS:

JOB PURPOSE

Support the Academy in fulfilling its statutory duties in relation to attendance, working with external agencies to reduce persistent absence, improve social/educational inclusion, and behaviour.

MAIN RESPONSIBILITIES

- Assist in the development of a partnership between the home and academy, working with parents to help them understand and fulfil their legal responsibilities in relation to attendance.
- Meet parents and pupils to agree action to reduce absence and improve attendance; monitor and record the outcomes of planning with parents/pupils to improve attendance, maintaining accurate and timely casework notes and records.
- Undertake investigations commensurate with the Police and Criminal Evidence Act 1984 and the Codes of Practice thereto and provide the best evidence as necessary for court action.
- Undertake duties commensurate with the Safeguarding agenda for children including representing the Academy at Child Protection meetings and conferences in order to contribute to quorate decision making.
- To monitor academy attendance data, produce and interpret various data for maximum impact on raising levels of attendance and advise key staff of trends, concerns and referrals, ensuring confidential and sensitive information is managed in line with Trust policies
- Work with external agencies to ensure a co-ordinated approach to improving academy attendance and alternative provision, in order to support optimal attainment by pupils.

OTHER DUTIES

The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time in accordance within the general scope of the post, including, for example, break duties and supervision of children.

PERFORMANCE STANDARDS FRAMEWORK

COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE

COMMITMENT & MOTIVATION (LEVEL 2)

- Displays energy and enthusiasm for work and is motivated to achieve, demonstrates flexibility
- Identifies own development needs and seeks learning opportunities understanding learning priorities that link with academy's aims and objectives
- Engages in every learning opportunity and reflects on and develops own practice
- Liaises effectively with people demonstrating a willingness to share knowledge, learning and experience with others
- Uses initiative within clearly defined guidelines and displays sound judgement, based on factual information when making decisions
- Monitors own performance against high standards
- Actively seeks feedback, to inform self-development plans

PROBLEM SOLVING & DECISION MAKING (LEVEL 2)

- Shows openness to new ideas and makes timely, confident decisions on a day to day basis
- Takes ownership and makes decisions that are achievable based on the appropriate information
- Uses initiative to make decisions without formal guidelines
- Gathers all relevant information to make informed decisions
- Analyses statistical information based on issues / trends to support decision making
- Takes ownership of problems and trials new approaches to reach a successful resolution

PLANNING & ORGANISATION (LEVEL 2)

- Plans, prioritises, implements, managing own workload with guidance using available resources
- Identifies achievement and supports next steps planning
- Identifies barriers to learning and provides appropriate solutions
- Contributes to development plans and considers resource allocation
- Implements plans under minimal supervision, recommending revisions as required to achieve desired outcomes and objectives
- Provides written feedback and evaluation of progress against objectives
- Selects and prepares appropriate activities and resources

IMPLEMENTING CHANGE (LEVEL 2)

- Understands the purpose and expected outcomes of planned change and actively supports change through effective engagement at team level
- Identifies opportunities for contributing to positive change
- Understands and uses effective planning techniques
- Understands stakeholder expectations and how they impact the process
- Understands the culture of the academy and seeks opportunities to review current practice
- Is aware of individual resistance to change and behaves in a supportive way towards them
- Ensures appropriate administration for governance

PERFORMANCE STANDARDS FRAMEWORK

COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE

MANAGING OBJECTIVES (LEVEL 2)

- Reflects and evaluates own practice to recognise own strengths and weaknesses
- Manages time effectively, setting and fulfilling short term individual and operational goals
- Recognises under performance and identifies a range of solutions to enable the achievement of goals
- Recognises effective performance and individual improvement
- Contributes to planning, implementing and evaluating activities that meet the needs of individuals and small groups
- Identifies priorities, using effective delegation to ensure deadlines are met
- Contributes to the values, learning styles, management styles and ethos of the academy and applies these in own and teams working practices
- Articulates values through expectations of staff and pupils
- Keeps up to date with trends and developments

RAISING STANDARDS (LEVEL 2)

- Recognise when results are not being achieved to the required level and take appropriate action
- Consider, in conjunction with wider team alternative ways of working
- Undertakes systematic observations to gather evidence or progress to support development and ongoing improvement of delivery
- Gathers and analyses data to inform planning
- Takes ownership of problems in their own area of responsibility
- Set and support achievement of challenging & measurable targets and monitors quality
- Check own and team performance against outcomes, make improvement suggestions or take corrective action

CUSTOMER FOCUS (LEVEL 3)

- Calms volatile situations, dealing effectively with difficult pupils and stakeholders
- Provides a formal assessment of needs, designs and implements tailored services to meet varied needs
- Understands key factors affecting progress
- Establish mechanisms to seek out and respond to feedback from pupils & stakeholders
- Coordinating responsibility, leading on the process for the safeguarding and welfare of pupils
- Contributes to the development of policies and procedures
- Has full regard for H&S in all of their actions. Identifies problems and implements change as required

PERFORMANCE STANDARDS FRAMEWORK

COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE

COMMUNICATION (LEVEL 2)

- Communicates confidently using a variety of methods at different levels of ability and understanding
- Structures discussion in a logical way
- Interprets and analyses information to construct basic written reports including recommendations as appropriate
- Prepares materials for others to use
- Selects the most appropriate communication method for the topic and audience including those with complex needs
- Creates and delivers effective presentations
- Uses appropriate questioning techniques
- Actively listens and encourages open discussion
- Explains this clearly and concisely giving clear instructions

IMPACT & INFLUENCE (LEVEL 2)

- Recognises behaviour patterns and implements agreed management strategies.
- Actively supports positive interaction with colleagues and has an awareness of fairness and diversity.
- Anticipates likely responses to situations, tailoring actions to create intended impact
- Responds to questions in a clear and concise manner appropriate to the recipient and work related procedures.
- Respects the opinion of others and accepts feedback.
- Develops and participates in networks and partnerships to achieve academy's aims and objectives.

TEAM WORKING (LEVEL 2)

- Focuses on achieving measurable outcomes
- Encourages all group members to join in fully supporting the development & effectiveness of team to achieve results
- Recognises when standards or measurable outcomes have not been met and takes appropriate action
- Shares and utilises best practice.
- Offers support & assistance to colleagues without prompting
- Positively contributes to dialogue and supports and coaches colleagues
- Sees own team within the context of the academy

QUALIFICATIONS & SKILLS (LEVEL 4)

- NVQ Level 3