



Job Title: Family Support Worker / Attendance Officer

Grade: Grade 4 SCP 12 to 17 (£21,589 to £23,836)

Responsible to: Chief Executive Officer / Heads of Trust Schools

Purpose of Job:

To provide support for pupils and their families to develop engagement in learning, and to contribute to raising achievement by improving school attendance.

Main Duties

Family Support Worker

- Use professional skills and knowledge to develop collaborative ways of working to involve parents, families and children
- Undertake early help assessments with families to agree a clear plan with written actions, outcomes and responsibilities, and attend early help review meetings
- Undertake planned and reactive work using a range of intervention methods and skills
- Use an assertive outreach approach, offer support and modelling alongside supervision, enforcement and persistent engagement
- Maximise the involvement of children and their families in decisions which affect them
- Facilitate and lead parenting programmes
- Use a range of different parenting support methods
- Liaise, where appropriate, with external agencies to maximise the resources and support available for pupils and families
- Attend and contribute to school based team meetings and development activities
- Coordinate with a range of other agencies and attend appropriate multi-agency meetings
- Build up close working links with other staff working with families within the locality area
- Make case recording and maintain case management records
- Be clear about safeguarding thresholds and alert designated safeguarding leads to concerns about any risk for children
- Contribute to your own learning and development in discussion with your line manager by identifying appropriate development opportunities and attending training.

Attendance Officer

- Act as a first line of contact to parents in relation to attendance and truancy, including visiting pupils and their parents in their own home
- Interview pupils and parents to discuss pupil attendance and agree ways forward
- Advise the school on strategies to promote the regular and punctual attendance of all pupils and assist with the implementation of the strategies
- Meet with school staff, pupils and parents to identify individual problems and possible solutions.
- Make unsupervised contact with families in response to allocated referrals i.e. home visits and meetings in school
- Establish the reason for non-attendance, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales

- Liaise with school senior leaders to escalate attendance issues to the local authority to initiate appropriate legal action, and prepare statements and present evidence as required
- Be fully aware of and carry out all work in line with child protection procedures. This may involve attending case conferences, strategy and planning meetings as well as core groups or other meetings in relation to child protection cases that require input.
- Keep clear and concise records of all consultations
- Use IT systems to produce reports, often to tight timescales, using word processing and record information including statistical data, providing reports to senior managers and other professionals.
- Acquire and maintain a working knowledge of the statutory framework relating to school attendance in order to be able to offer informed advice to parents, school staff, governors and others.
- Manage and prioritise your own workload

General Requirements

- Attending and participating in training and development courses as required.
- Attending meetings, liaising and communicating with colleagues in the school including meetings of the senior leadership teams when required
- Being an effective role model for the standards of behaviour expected of pupils.
- Having due regard to confidentiality, safeguarding procedures, health and safety, other statutory requirements and the policies of the governing body and local education authority.

Professional Values and Practice

- Having high expectations of all pupils; respecting their social, cultural, linguistic, religious and ethnic backgrounds; and being committed to raising their educational achievement.
- Treating pupils consistently with respect and consideration, and being concerned with their development as learners.
- In line with the school and Trust's policy and procedures, using behaviour management strategies which contribute to a purposeful learning environment.
- Working collaboratively with colleagues as part of a professional team; and carrying out roles effectively, knowing when to seek help and advice from colleagues.
- Reflecting upon and seeking to improve personal practice.
- Working within School and Trust policies and procedures and being aware of legislation relevant to personal role and responsibility in the school.
- Recognising equal opportunities issues as they arise in the schools and responding effectively, following school and Trust policies and procedures.
- Building and maintaining successful relationships with pupils, parents/carers and staff.

The post holder must:

- Promote and safeguard the welfare of the children and young people that they are responsible for, or come into contact with.
- Act in compliance with data protection principles in respecting the privacy of personal information held by Balmoral Learning Trust.
- Comply with the principles of the freedom of information act 2000 in relation to the management of Balmoral Learning Trust's records and information.
- Carry out their duties with full regard to the trust's equal opportunities policy, code of conduct, child protection policy and all other trust policies.
- Comply with Balmoral Learning Trust's health and safety rules and regulations and with health and safety legislation.

In addition, the post holder will be required to undertake other reasonable duties within the level of the post as requested.