**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Education Welfare Officer |
| **Job Reference** | 17191 |
| **Grade and Salary** | 4 – £27,711- £32,654 per annumThis role includes performance related pay progression |
| **Service and Team** | School Attendance Team  |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BXor West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU – Hybrid  |
| **Hours per week** | 37 per week |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To act as a catalyst for change working directly alongside children, young people and their families.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Work directly with children, young people and families using the Suffolk Signs of Safety and Wellbeing framework.
* Where required by the role, to act as Lead Professional for named families as directed by colleagues, being the key contact with the family and liaising with other professionals to provide a joined-up response.

**Assessment, Planning and Review**

* Use Suffolk signs of safety principles, disciplines and tools.
* Where required, to participate in CAF, multi-agency assessment, Statutory Assessment and other relevant assessment processes.

**Effective Practice**

* To work alongside children, young people, parents and families where there are early signs of social, emotional, health or behavioural issues to bring about sustainable improvement.
* Work within the service guidelines, statutory guidance and legal frameworks.
* To respond to needs identified with the family by identifying and delivering evidence-based interventions as required.
* To support families with complex problems where statutory intervention is required under the guidance of a Social Worker, Lead Professional or Health Colleagues as appropriate.
* Engage in individual and group supervision with managers and practice leads.

**Reporting and Accurate Recording**

* To maintain up to date records and data using electronic devices and systems as directed and to provide reports as required.
* To contribute to ensuring successful completion of Quality Assurance processes within team.

**Information, Advice and Signposting**

* To provide information and signposting for children, young people and families to relevant universal and specialist services in the local area and beyond where appropriate.

**Multi-Agency and Partnership Working**

* Actively build relationships and networks with other professional groups and services in the locality.

**Managing Risk and Safeguarding**

* To identify risk and safeguarding concerns and escalate immediately where appropriate.
* To undertake other tasks allocated manager or senior colleagues, in keeping with the responsibilities of the grade:
* Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
* Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance.
* Participate in performance appraisal and consultation with team managers as required.
* Participating in training and development opportunities, in order to improve personal knowledge, skills and effectiveness.
* To transport children and young people where required by job role.
* To work in the homes of children and families and in a variety of other settings.

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| **Autonomy**  |

The practitioner will:

* Be expected to use their experience, knowledge and skills alongside CYPS guidelines in every engagement with children, young people and families to determine the level of intervention required.
* Offer face to face, telephone and written support and information as appropriate to role.
* Be responsible for keeping accurate and timely records of work with children, young people and families and writing relevant reports using electronic or other systems as directed.
* Be responsible for recognising and appropriately responding to safeguarding and risk issues.
* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise their own workload in discussion with manager.
* Identify unanticipated problems and escalate to senior colleagues.

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| **What you will be expected to deliver in the role** |

All Education Welfare Officers need to have a clear understanding of the statutory

framework within which the Service operates. In particular, they will develop a thorough

knowledge of The Working Together to Improve School Attendance 2024 statutory guidance, the Education Acts 1996 and 2002 as they relate to school attendance and a sound understanding of the principles of the Children Acts 1989 and 2004.

**Work with schools**

By promoting good school attendance through their strategic work with schools, Education

Welfare Officers contribute to school improvement and raising achievement. The support

given to schools will consist of:

* Advising on the development of whole-school attendance policies which are understood by pupils, staff and parents/carers and are applied consistently throughout the school.
* Promoting and monitoring accurate register-keeping and helping schools distinguish between authorised and unauthorised absence.
* Helping schools identify, for early intervention, pupils whose attendance patterns indicate they are at risk of becoming entrenched non-attenders.
* Supporting schools in individual work with pupils and their families where attendance is an issue.
* Encouraging and helping schools establish a first day response to pupil absence as a proactive means of ensuring that pupils and parents/carers know that all questionable or unexplained absences are challenged, as well as ensuring the safety and wellbeing of the Young Person; advising on the development and implementation of bullying and other discipline policies.
* With the Advisory Service, assist schools in identifying curricular issues which might improve attendance and considering alternative provisions for students at KS4 who are at risk of disaffection.
* Delivering in-service training to school staff.
* Advise in regard to Children Missing Education and follow up enquiries.
* Advising schools, families and agencies in regard to chaperone licences, child employment and Children involved in entertainment activities.

**Working with Other Services and Agencies**

Education Welfare Officers work closely with Child Employment and Entertainment, Child Missing Education, Social Care, Early Help, Youth Justice Service, Family Services, Public Health and Police. Also, various alternative provisions and voluntary Sector organisations to ensure the maximum school attendance of all young people.

**Welfare Checks**

Education Welfare Officers must be prepared to take part in Welfare checks at various locations and home addresses of families. This may be with the police under the Crime and Disorder Act, or as a duty of care under safeguarding legislation. This will involve questioning young people and their parents/carers to establish the child’s safety and the reason they are not in school.

**Legal Proceedings and Court Work**

All staff in the Suffolk Family Focus Education Attendance Service work within a statutory framework that involves the enforcement of school attendance and compliance with the law on child employment.

Education Welfare Officers are expected to take part, where necessary, in all aspects of the legal process, including making parent/carers aware of their legal responsibilities, preparing statements for court and appearing in court to give evidence on behalf of the LA. Such proceedings may be in a Magistrates’ Court under the Education Act 1996, or in the Family Proceedings Court under the Children Act 1989. The latter involves applying for an Education Supervision Order and subsequently acting as Supervising Officer.

**Work Location**

Whilst account will be taken of individual Education Welfare Officer’s preferences when

deciding on their work locations, all staff will be employed on a county basis with their

place(s) of work ultimately being dependent on Service and school needs. Work bases

may change from time to time.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable practitioner level qualification at Level 3 or equivalent experience in relevant area of work.
2. Evidence of continuing professional development.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues
7. Passionate about making a positive difference for Suffolk.
8. Committed to listening to children and families and to working collaboratively with them to address concerns.
9. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

**Specialist knowledge skills and experience**

1. Demonstrates knowledge of Signs of Safety and practical understanding of solution focused approaches of intervention.
2. Ability to clarify risks and concerns and focus on solutions to create a climate in which change can happen.
3. Ability to recognise Child Protection and risk issues and alert concerns to manager.
4. Understanding of the early intervention and preventative agenda.
5. Broad knowledge of the social and emotional factors that affect a child’s capacity to learn and develop.
6. Understanding the diverse range of needs of clients and backgrounds
7. Evidence of the ability and commitment to support and motivate children, young people and their families.
8. Proven use of effective communication to de-escalate challenging situations and provide appropriate advice and facilitation
9. Sensitivity to disability, sexuality, gender and ethnicity issues.
10. Proven ability to make constructive contribution to meetings and negotiate with a range of stakeholders, settings and contexts.
11. Accurate and specific information recording and record keeping skills.
12. Demonstrates awareness of the importance of using plain language and the ability to do so.
13. Experience of solution focused approaches in practice.
14. Relevant experience of working directly with children, young people and their families.
15. Evidence of collaborative work with families.
16. Ability to find solutions, plan and develop interventions with families.

**Additional requirements**

1. To work in a variety of locations and client’s homes, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.
3. Good organisational skills and the ability to prioritise work and meet deadlines.
4. Willingness to undertake training as required to update knowledge and skills.
5. Evidence of successfully working alone as well as part of a team.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.