

Job Specification

Job Title: Family Liaison & Attendance Officer (TTO+4 weeks)

Grade: G6

Job Evaluation Code: PR1753

Reporting to: SLT

Manager's Grade: LPR

Service Area: Schools

Service Directorate: Children & Young People

Workstyle: Workplace based

Overall Purpose of the Post:

The postholder will contribute to the key objective of the School Development Plan by assisting the Senior Leadership Team with the management and organisation of the school in seeking to achieve the highest standards of pupil achievement, through increasing attendance rates and supporting families

The postholder will respond to early indications that children and families could benefit from additional help, providing them with tailored, personal support including access to training and learning opportunities. Where a need for outside help is identified, the postholder will provide signposting and access to the relevant specialist services.

The postholder will focus on preventative and early intervention activities, where presenting needs are below the thresholds that trigger the involvement of specialist services and other agencies, including the schools DSLs.

The postholder will engage with the hardest to reach families in accessing the support they need through extended services and lead the provision of out of school activities ensuring that families have access to support during school holidays.

The postholder will be responsible for the day to day monitoring of school attendance and promote good attendance of our pupils. The postholder will recognise when attendance is below the agreed expectation and will work with families to raise attendance through the use of targeted support mechanisms.

The post holder will also work tirelessly to:

- Promote and monitor, and implement strategies to improve attendance.
- Record and monitor daily attendance information, ensuring checks are made on missing students, including identifying cases of unauthorised absence from school, late arrivals, and telephoning parents/carers to establish reasons for absence
- Ensure trigger points are utilised to ensure warning letters are issued to parents of students who have poor attendance.
- Deal with holiday requests in term time and ensure the correct procedures are followed.
- Reduce levels of persistent absence and reflect the policies and ethos of the school.
- Liaise with class teams on student attendance matters and administer support as required.
- Conduct daily home visits when required.
- Be responsible for identifying appropriate pupil reward schemes, implementing the schemes and reporting back on effectiveness

Requirements for the post

	Essential	Desirable
Qualifications/ Training	<ul style="list-style-type: none"> ▪ Level 2 qualifications in Maths and English ▪ Level 3 qualification appropriate to working context 	<ul style="list-style-type: none"> ▪ Parenting programme training ▪ Family Learning Training ▪ Safeguarding Training
Knowledge	<ul style="list-style-type: none"> ▪ Excellent administrative & organisational skills to undertake clerical duties including the use of spreadsheets/excel. ▪ Able to work accurately and complete tasks to specific deadlines, including letters regarding attendance, lateness, punctuality. ▪ Competent ICT skills ▪ Able to communicate effectively and sympathetically with a range of people, including parents and pupils. ▪ Benefits of working with parents ▪ The ECM five outcomes for children ▪ Confidentiality ▪ Equality of opportunity ▪ Data protection ▪ Knowledge of policies / procedures of the Local Authority including Safeguarding of Young Children. ▪ Knowledge and understanding of child development and attachment and the impact of diverse factors such as place in family, culture etc on child development ▪ A knowledge and understanding of legislation that relates to children and families, e.g., ECM, Attendance and SEN ▪ Knowledge and understanding of the wide range of services for children 	<ul style="list-style-type: none"> ▪ Team Around the Child / School experience. ▪ Integrated Youth Support Services ▪ Targeted Youth Support ▪ Parenting Programmes – Solihull Parenting Approach ▪ Neglect Toolkit ▪ Awareness of Equal Opportunities.
Experience	<ul style="list-style-type: none"> ▪ Working with families ▪ Experience of working with families with Persistent Absence issues and working together to improve attendance. ▪ Experience of the Fixed Penalty Notice Procedure for poor attendance procedure. ▪ Experience of working alongside Education Welfare Service. ▪ Experience of working with pupils and families with attendance issues and understanding the issues behind this and boost attendance. 	<ul style="list-style-type: none"> ▪ Use of School Pod to record interactions with children, parents and professionals. ▪ Knowledge of the latest government consultation on improving attendance. ▪ Experience of the design and delivery of training
Physical Skills	<ul style="list-style-type: none"> ▪ Full clean driving licence and access to a vehicle ▪ Keyboarding skills 	
Competencies and other skills required	<ul style="list-style-type: none"> ▪ An ability to engage parents and develop an ongoing rapport ▪ Non-judgemental approach to positive parenting ▪ Ability to operate solution focussed methodology ▪ Excellent communication skills/ team working ▪ An ethos of treating parents as valued customers ▪ Able to deal with difficult circumstances in a calm and professional manner ▪ Flexible working and workload self-management ▪ Ability to analyse and report data SLT and stakeholders. 	
Key Outcomes/ Activities		
MAIN TASKS		

- Ensuring safeguarding and good attendance is high profile and priority in school.
- Supporting school to recruit and run parent engagement events, e.g., Parents Forums.
- Prepare and maintain manual and computerised pupil records including registration, attendance and absence details.
- Monitoring attendance and putting interventions in place when attendance falls below the accepted standard.
- Focus on prevention and early intervention leading to improved outcomes for families.
- Use of tools and indicators to identify families for support.
- Ensure smooth transition by close liaison with family support workers/others linked to other provisions
- Home visits to support this work as required.
- Building positive relationships within school staff to ensure good communication about individual family work and ensure sufficient school and self referrals
- Attending Multi Agency Safeguarding meetings, such as Child Protection Conferences, Core Groups and PEPs.
- First response - Liaise with parent/carers and external bodies regarding attendance
- To advise the school on strategies to promote the regular attendance of all pupils and assist with the implementation of these
- Meet with school staff, pupils and parents to identify individual problems and possible solutions.
- To establish the reason for non-attendance, make assessments and agree a plan for facilitating a return to school using appropriate strategies within specified timescales.
- To initiate appropriate legal action with Education Welfare Service (EWS) to ensure the school is carrying out its statutory responsibility in respect of pupils.
- To use school MIS to analyse data and produce reports
- Liaise with home to school transport for pupils including taxi arrangements and support with independent travel training.
- Contacting parents of persistently absent pupils about attendance issues
- To contribute to the development and implementation of policies related to attendance issues
- To refer persistent absent pupils and parents/carers to EWS who are failing to use the support given.
- To support pupils' attendance to exams including collecting from home where possible to ensure good attendance.

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Responsibility for Resources

Employees (Supervision):

None

Financial:

None

Physical:

None

Service Users:

Provide advice and guidance on established internal policies and procedures in relation to the well being of pupils and parents. This also includes the interpretation of statutory regulations for specific requirements.

Working Conditions:

The School meets the needs of Wakefield's most complex, vulnerable and disaffected young people with severe emotional, social and behaviour issues. This can result in challenging and confrontational behaviour within school and in the home environment.

The post involves contact with people which through their circumstances or behaviour regularly places emotional demands on post holder.

Characteristics of the post:

The post holder will be required to hold a full driving license.

The employment checks are required:

- Evidence of entitlement to work in the U.K.
- Evidence of essential qualifications – see page 1 of this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment
- Registration with appropriate bodies (where applicable)

The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:

Evidence of a satisfactory safeguarding check e.g. An Enhanced DBS Disclosure

Date completed: January 2024, HRM MD