



Job Description

EDUCATIONAL WELFARE OFFICER (EWO)

Reports to Heads of Pastoral/Attendance Lead at designated schools within the Success For All Educational Trust (SFAET). These posts are professionally responsible to each designated school and the relevant link person but will be line managed by the Attendance Service Lead for the Trust.

The postholder will be expected to work across the Trust and in other schools that buy into the EWO service the Trust offers.

CONTEXT:

To act as children's education advocate and to facilitate the educational partnership between home, school, community and Local Authority, by support, liaison, action and negotiation; and where conflict arises to give paramount consideration to the interests and safeguarding of the child.

PURPOSE OF JOB:

This is a very important post as it contributes enormously to raising student attendance and achievement across designated schools within the Trust. The EWO works closely with teaching and non-teaching staff to help students overcome barriers to learning and concerns, particularly but not exclusively relating to attendance and punctuality. Liaison with the Borough's Statutory EWO Service will also be essential to process legal action against families and refer to court where necessary. The EWO shares responsibility with the Headteacher, for the outcomes of the students who are persistently late and who are persistently absent from school.

Main Responsibilities and Tasks:

To help meet the Academies' attendance and punctuality targets. This to include:

- To provide advice and support to parents, schools and children on welfare matters, and to mobilise financial and other material resources from voluntary and statutory sources where required to further educational opportunities.
- To ensure a professional approach to schools and offer support to key staff on developing attendance processes and systems across the SFAET to improve attendance and reduce persistent absence.
- To offer advice and guidance to the pastoral teams relating to attendance/student absence and hold staff to account for following up any persistently absent students.
- To ensure the paperwork is accurate and meticulously detailed, recorded and prepared to process legal action where necessary and take parent/carers to court and work with the Local Authority so they can proceed with the case.



- To liaise with the alternative provision (AP) co-ordinators to ensure that students who are educated off site are attending and receiving an appropriate education.
- To attend any appropriate core group, child in need or child protection conferences and be able to contribute and communicate when poor attendance may be impacting on a child's education and wellbeing.
- To work with the senior leadership teams to challenge and support students/parents/carers where attendance is below the school thresholds.
- To place students on medical evidence where necessary, ensuring that parents/carers are accountable when this is not provided. This will include leading meetings, sending warning letters, raising penalty notices (fines) and referring cases to court where necessary.
- To present attendance information in assemblies (for all year groups).
- Working with other academy leaders to raise the profile around the importance of good attendance and to implement the academies' attendance and punctuality policies.
- Checking and monitoring the attendance and punctuality of students, this includes carrying out regular checks of school's registers and lesson attendance/punctuality and taking the appropriate actions.
- Monitoring in particular the attendance of Children Looked After, and following up as appropriate, including attending review meetings and feeding information into PEP.
- Ensuring that parents and staff are aware of their statutory responsibilities.
- Working with students and families to establish the reasons for non/poor attendance, making assessments/identifying barriers to learning and using appropriate support strategies to achieve regular school attendance: this will include unsupervised home visits.
- Lead on attendance and legal meetings and following up decisions.
- Convening or attending, as appropriate, multi-agency meetings to help improve attendance (TAF, Core group, CP conferences – other relevant)
- Instigating appropriate legal action, in conjunction with Havering Attendance Team and Education Services, against parents not upholding their statutory responsibilities; this to include compiling and presenting evidence in court, issuing fixed penalty fines or other legal sanctions introduced by statute.
- Liaising actively with out of borough EWS and Attendance Team Services.
- Liaising with the Local Authority Inclusion, EHE and AP departments, MASH team, Pastoral teams, School Nurses, Medical professionals, CAMHS and counsellors to ensure a coordinated and joined up approach.
- Being responsible for holding any statutory orders made in the Magistrates or Family Proceedings Courts, such as Education Supervision Orders and Parenting Orders.
- Keeping detailed records of all interviews and meetings in and out of school.
- Reporting regularly to the Heads and other members of the senior leadership team, Board Members (Governors) on overall attendance statistics, patterns of attendance and individual problems.
- Completing DfE and borough attendance returns as required
- Completing Multi Agency Referral Forms (MARFs) as appropriate.



- Coordinate, review and produce weekly reports on attendance that can also be used for OFSTED purposes.
- Be involved in the decision making process along with the Head of Pastoral if a particular student should be referred to Alternative Educational Provisions, including The Bridge, Koru, The Olive Academy or another suitable placement.

To follow the Academies' Child Protection and Safeguarding procedures, in line with DfE guidelines, Keeping Children Safe in Education (KCSIE) 2021 and in liaison with the relevant Designated Safeguarding Leads (DSLs) except in cases involving accusations against staff. This to include:

- To manage situations during home visits/welfare checks which could include calling the police or social care to safeguard a child.
- Making referrals to Social Services where appropriate (MARF).
- Attending emergency Strategy planning and review meetings.
- Monitoring attendance of students on the Child Protection register;
- Contribute and lead where necessary on training linked to Safeguarding and attendance to staff;
- Maintaining accurate and detailed records of all meetings and concerns communicated to you.
- Keeping the Head and DSLs fully informed at all times.
- Liaising with police or relevant agencies surrounding students who truant school/are missing in education (CME).
- To promote the safety of students and protect them from abuse, using the agreed procedures and most current guidance (KCSIE) for identification and guidance. The EWO will respond to this disclosure by reporting this information to the DSL.

To support students and parents in all matters of welfare and issues which cause a barrier to learning. This to include:

- Face to face parent/carer and student meetings.
- Regular meetings with the Attendance Leads/Head of Years/Pastoral Staff.
- Leading legal decision meetings
- Attending weekly attendance meetings.
- Liaison with outside agencies.
- To conduct home visits and welfare checks alone.
- To lead a professionals meeting including outside agencies such as social care, police, CAMHS, counsellor etc to ensure that all members are aware of any attendance linked safeguarding concerns.
- To keep up-to-date with all legislation regarding the above Multi Agency Referral processes and forms.

Other Main Duties

- To be fully aware and understand the duties and responsibilities pertaining to the Children's Act 2004, Keeping Children Safe in Education 2021 in relation to child protection and safeguarding children and young people, reporting all concerns to the DSL.
- To be aware of and inclusive in supporting differences, diversity and ensure equal opportunities for all.
- To play a full part in the life of the Academy communities, to support their ethos and to encourage students, staff and colleagues to do the same.
- To engage actively with the performance review process and take responsibility for own training and development.
- To undertake any other duties that the CEO, Headteacher or responsible person may reasonably request.
- To comply with Academies' Health and Safety policies at all times and to take responsibility for own and others health and safety, ensuring issues are raised or reported as required to senior management or Health and Safety representatives.
- To liaise with Alternative Provision providers regularly to ensure that students are attending where necessary.
- To work in accordance with the values of the multi-academy trust with regard to promoting positive attitudes towards tolerance and respect for other people.
- Develop and maintain robust student records including any home visits, meetings with staff, meetings with students, interventions put into place and the impact of this.
- Devise and develop a range of interventions, practices and alternative actions to promote good attendance and reduce absence.
- To advise Head teachers, school staff and parents/carers on the implications of legislation linked to attendance; and its practical application to schools, students and their parents/carers.



Person Specification

Qualifications

Essential: GCSE English and Maths or equivalent (desirable: A relevant degree or professional qualification relevant to the post)

Clean driving licence and will have their own transport

Experience & Knowledge

Experience of working with young people, parents and families in education.

Experience and good understanding of attendance related practices/procedures within an educational setting.

Experience of working as part of a team and independently.

Experience of working within a statutory framework, preferably one involving presenting cases in family courts.

Knowledge of relevant and current legislation, including the Childrens Act, Keeping Children Safe in Education 2021 and the latest attendance DFE guidance

Knowledge and understanding of Child Protection/Safeguarding issues.

Knowledge of school systems and how these link to attendance.

Knowledge of IT systems, including Google (drives, documents and sheets), Microsoft Office, Gmail and Sims databases and other relevant software.

A good understanding of the social reasons and safeguarding concerns which impact on poor attendance and barriers to learning.

Understanding of the implications of Equal Opportunities as they relate directly to the post.

Competencies and Skills (Evidence of the ability to):

Organise your own workload, deciding on priorities and meeting tight deadlines.

Maintain accurate and detailed records, interpret statistical data and write concise, detailed reports, compose clear and informative communications and letters.

Communicate effectively orally and in writing to young people and adults.

Use ICT systems effectively.

Encourage parental support for attendance and education.

Have a flexible working approach.

Personal attributes

Ability to develop constructive relationships and communicate effectively with other agencies and professionals.

Ability to keep a good sense of humour and display resilience under pressure.

An excellent record of attendance and punctuality.

Although some specific responsibilities may be fixed as part of an individual's job description, there will be a regular audit of tasks and responsibilities within this job description to ensure they meet the needs of the business in the future. Some tasks or aspects of responsibility may change over time in response to internal and external changes or to maximise opportunity for professional development and the need to ensure a collaborative approach to all aspects of work. Any significant changes to this job description will be discussed with the individual.



PERSON PROFILE

Job Title: Education Welfare Officer
Grade: S01

| REQUIREMENTS | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|--|-----------|-----------|-------------------------|
| SKILLS | | | |
| Excellent written and oral communication skills. | ✓ | | Interview |
| Meticulous attention to detail and accurate record keeping | ✓ | | Application |
| Negotiation skills | ✓ | | Interview |
| Problem solving and identifying barriers to learning | ✓ | | Interview |
| To be able and willing to adopt a flexible, supportive and imaginative approach to work | ✓ | | Interview |
| Ability to work in a demanding environment and meet deadlines. | ✓ | | Application |
| Ability to prioritise work | ✓ | | Interview |
| To be able to work as part of a team | | | Interview |
| The ability to write complex reports and court papers | ✓ | | Appointment & Interview |
| To be able to lead and participate in meetings | ✓ | | Interview |
| Valid driving licence with use of own vehicle for business purposes (reasonable adjustments will be considered for disabled applicants). | ✓ | | Document |
| KNOWLEDGE | | | |
| An understanding of the Education system | ✓ | | Interview |
| Knowledge of relevant Education Legislation, KCSIE 2021, Education Act 1996 and the Children Act. | ✓ | | Appointment & Interview |
| Knowledge of Child Protection/Safeguarding issues. | ✓ | | Interview |
| To recognise, identify and understand the reasons for non-school attendance. | ✓ | | Appointment & Interview |
| To have an understanding of partner agencies and the relevant referral procedures | | ✓ | Appointment & Interview |
| EXPERIENCE | | | |
| Previous experience as an Education Welfare Officer within an Education Welfare Service. | | ✓ | Application |
| Experience and good knowledge of Attendance practices and regulations within an educational setting | ✓ | | Application & Interview |
| Experience of working with children/families | ✓ | | Application |
| Experience of working with challenging and sometimes confrontation situations | ✓ | | Application & Interview |
| Ability to remain calm, supportive and confident whilst maintaining lines of communication between various parties. | ✓ | | Application & Interview |