

# WPA Education Welfare Services

## Education Welfare Officer



## Welcome



WPA Education Welfare Services are the largest Independent Education Welfare Service provider in Southeast England. Established in 2007 we have a very high success rate for improving overall attendance and outcomes for children. We build strong partnerships with all our key stakeholders using our proven techniques to raise attendance and improve outcomes for children.

The company has mainly grown through recommendations of the Headteachers which is a testament to the hard work and efforts of all staff.

We are looking for a committed, self-driven and motivated Education Welfare Officer to liaise with schools, parents and other agencies to provide support as necessary and remove barriers to non-attendance.

The successful candidate will be school based, have good listening skills and understand the issues that can affect school attendance. They will need the ability to deal with difficult situations and be confident in challenging as required. An ability to manage time effectively and prioritise workloads is a pre-requisite as well as excellent communication skills, both verbal and written.

WPA is committed to the continual improvement of its performance by the monitoring of quality issues and through involvement with customers, employees, regulatory authorities and the community. To assist with this, WPA has implemented a Management System that meets the requirements of ISO 9001:2015. Compliance and improvement are monitored by process measures and internal audits and is maintained by the timely implementation of preventive and corrective actions.

Meeting these standards is the responsibility of the entire team. WPA is therefore committed to working with all stakeholders to support effective operation of the company's Quality Management System and legislation including GDPR.

Thank you for your expression of interest in this exciting role. We look forward to receiving your completed application form.

Sharon and Gordana  
Directors of WPA Education Welfare Services



## Person Specification and Role Requirement:

### **Essential skills and abilities:**

#### **Communication and interpersonal skills:**

- Ability to communicate at different levels
- Ability to listen and empathise, offer guidance and challenge as appropriate
- Good verbal and written skills
- Ability to record clearly, accurately and in a timely manner
- Ability to cope with confrontational and challenging situations
- Ability to work in an anti-discriminatory way
- Good IT skills and ability to use Microsoft Office software
- Ability to extract relevant data and interpret this information in a written report
- Ability to offer guidance in non-judgemental and non-discriminatory way

#### **Ability to work independently or as part of a team:**

- Ability to build positive working relationships
- Ability to prioritise and manage time and workload effectively
- Ability to work under pressure and remain calm in difficult situations
- Ability to undertake assessments, formulate and implement appropriate plans of action
- Ability to offer appropriate advice and recommend good practice

#### **Ability to analyse data, extract information and make recommendations**

- Ability to extract relevant data from variable sources
- Ability to manipulate data and interpret its meaning to suit the audience
- Ability to express data findings in a report form appropriately and to a high standard

### **Essential criteria:**

Experience of working with children and families  
Experience of communicating with a wide range of professionals  
Experience of working in a multi-disciplinary way  
Experience of using data as a performance management tool  
Good IT skills and knowledge of current Microsoft Office software

### **Desirable criteria:**

Previous experience in education, welfare, social care, health or police settings would be an advantage  
Knowledge of the Education Act 1996 & 2002  
Knowledge of the Children Act 1989  
Knowledge of issues related to children and families, including child protection and safeguarding  
Knowledge of good practice in policies and procedures to improve attendance  
Knowledge of and positive commitment to equal opportunities  
Knowledge of SIMs or other school software packages

### **Additional requirement:**

Full valid UK driving licence (to be produced at interview)  
Access to a vehicle on a daily basis  
Subject to enhanced DBS checks and satisfactory references  
Ability to attend occasional meetings outside of normal working hours



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| <b>Job Title:</b>                        | <b>EDUCATION WELFARE OFFICER</b>  |
| <b>Hours:</b>                            | <b>As advertised - Term time only</b>   |
| <b>Reports to:</b>                       | <b>Manager</b>  |
| <b>Role Purpose and Role Dimensions:</b> | To carry out the Local Authority's statutory responsibilities under relevant legislation in enforcing regular school attendance, safeguarding and promoting the welfare of children. Supporting academies & schools in improving overall school attendance. |
| <b>Key Contacts:</b>                     | Head teachers/Principals and school staff<br>Families<br>Social workers<br>Other outside agencies as required e.g. social care, youth services, health professionals, early intervention services   |

### KEY AREAS OF RESPONSIBILITY

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| <b>Support to schools in raising attendance:</b> | <ul style="list-style-type: none"> <li>• Supporting schools in promoting good attendance through parent meetings, home visits, school assemblies and school meetings</li> <li>• Monitoring and analysing attendance data to enable effective support, challenge and target setting</li> <li>• Providing workload reports &amp; data for schools, Ofsted inspections, Governor meetings</li> <li>• Working with outside agencies such as police, social care, health professionals, early help services, to support families and improve the capacity of schools to improve its attendance</li> <li>• Working with schools to implement effective strategies for ensuring pupils' regular and punctual attendance, drawing on best practice</li> <li>• Providing strategic support to schools in developing their attendance policies and establish good practice in dealing with attendance concerns</li> </ul> |
| <b>Case management:</b>                          | <ul style="list-style-type: none"> <li>• Maintaining and managing a caseload appropriate for the time allocated to the school or academy</li> <li>• Ensuring that cases are reviewed regularly, maintained and processed in accordance with company procedures, policies and statutory data protection requirements</li> <li>• Providing support and guidance to parents and children to bring about improvements in attendance</li> <li>• Utilising IT software to complete tasks efficiently and to the company standards</li> </ul>  |
| <b>Multi-Agency and Partnership Work:</b>        | <ul style="list-style-type: none"> <li>• Making referrals to other agencies as appropriate</li> </ul>   |

- Representing school or academy at multi agency meetings concerning the work of the service when required
- Working with other agencies as part of a multi-agency team

**Contributing as an effective member of WPA Education Welfare Services:**

- Working within current legislation, guidance and local authority protocols
- Participating in training courses to develop knowledge and good practice
- Attending team meetings as required
- Upholding the professional integrity of the company
- Undertaking any other duties that may be required which are consistent with the overall purpose of the job and business requirements

**Confidentiality**

Employees are expected to treat all information acquired through their employment, both formally and informally, in strict confidence and in line with data protection procedures.

**Equalities**

WPA has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

**Health and Safety**

Employees are responsible for their own Health & Safety, as well as that of colleagues, service users and the public.

**DBS disclosure**

Employees are subject to a regular enhanced DBS checks.

