

FAMILY LIAISON / ATTENDANCE OFFICER JOB DESCRIPTION

Job details

Salary: £28,198

Contract type: Permanent, term time only (39 weeks)

Working pattern: Monday to Friday; 8:00am to 4:00pm or 8:30am to 4:30pm

Reporting to: Assistant Headteacher / SENCo

Job purpose:

- To provide a high-quality support service to the school to monitor and improve overall school attendance.
- To work with school and other external agencies to identify children and their families who demonstrate an emerging need in their emotional, social and behavioural development.
- To engage with children, young people and their families to provide early intervention and targeted support.
- To be an effective link between home and school.
- To perform a range of administrative tasks.

Duties:

Attendance:

- Make sure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- In liaison with the school secretary, keep track of daily attendance, monitoring absence messages each morning and throughout the school day; including recording of absences due to sickness, appointments, etc. ensuring compliance with GDPR legislation and school policies
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures
- Initiate and oversee the administration of absence procedures – for example, letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Maintain student fire registers
- Process absence requests submitted by parents or carers and respond/escalate as required
- Ensure attendance policy reflects statutory guidance
- Manage attendance returns for the school census

- Manage the process of issuing penalty notices to parents/carers
- Maintain accurate records of communications with parents/carers and relevant interventions
- Build and refresh knowledge of the school's management information system (MIS) and other relevant
- Ensure the Management Information System (Sims) is updated with absence information.
- Identify opportunities for system and process improvements to ensure attendance systems are as efficient and effective as possible.
- Generate suspension letters and inform LA as per procedure

Monitoring and reporting

- Benchmark school performance against national and local averages
- Conduct regular audits of attendance codes to make sure they are being used correctly and consistently by all staff in line with statutory requirements
- Collect data and statistics relating to attendance for individual pupils and the whole school to analyse attendance and punctuality rates so that emerging patterns of absence can be identified and subsequently develop and implement support plans for individual children/families.
- Track attendance of vulnerable groups of pupils, including pupils with SEND, those eligible for pupil premium, and children in need, and share information with school leaders
- Identify pupils that need additional support to improve their attendance
- Use attendance data to identify pupils who meet the threshold for Early Help intervention and initiate the referral process
- Produce and interpret weekly, half-termly and termly attendance reports, and information as required for school leaders, governors and local authorities identifying reasons for absence, trends and patterns, and complete appropriate follow up actions
- Work with school leaders and the pastoral team to identify and implement appropriate interventions/ strategies to improve attendance for particular groups or individual pupils
- Maintain knowledge and understanding of ESBA through research and professional reading, employing strategies to support pupils
- Lead daily or weekly check-ins to review progress and the impact of support/interventions
- Implement children missing education (CME) procedures when appropriate
- Provide regular reports to attendance organisations to raise awareness of emerging at-risk pupils

Working with parents/carers

- Act as the lead professional for early intervention cases, such as Early Help, Early Help process and referrals. coordinating support for families, developing collaborative working relationships with colleagues in other agencies, and making sure that attendance goals are integrated into wider welfare plans
- Represent the school at multi-agency forums, providing insight into attendance patterns and working with partners to improve pupil outcomes
- Coordinate meetings with pupils and parents/carers to formalise support plans, implement interventions and track progress
- Build positive relations with parents/carers to encourage family involvement in their child's attendance
- Identify and, where possible, mitigate potential barriers to attendance in partnership with families
- Promote effective relationships between home and school developing and supporting links in order to encourage regular attendance by the child, whilst maximising the development of strong working relationships between parents and the school.
- Draw up an action plan/programme of support alongside school staff, e.g. Pastoral Lead, for each child needing support and share those action plans with the families in order to encourage regular attendance by the child, whilst maximising the development of strong working relationships between parents and the school.
- Work in partnership with families to transition them from school-based support to statutory early help services where barriers to attendance are complex
- Provide information and advice, guidance and support to families in order to access services and develop parenting capacity.
- Carry out home visits, where necessary, to address attendance concerns for individual pupils

Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures

Family Support

- Be responsible for keeping school staff informed of work being undertaken with the young person and the family, offering advice and strategies for relevant members of staff.
- Maintain accurate case files for children and families using the school's policy and procedures.

- Coordinate 'whole school events' and 'extended services' that the school offers, promoting inclusive and safe practices with an aim of giving pupils and parents opportunities to excel and achieve e.g. adult learning, half-termly parent session
- Provide clear records of work undertaken and the impact of that work on children.

General administrative Duties

CPD

- Prepare and collate annual review paperwork, working alongside the SENCo
- Maintain and monitor the CPD tracker on a weekly basis ensuring full compliance
- Record and monitor staff attendance at, and completion of, CPD including the reading of statutory guidance and school policies.
- Monitor CPD expiry dates and ensure new and refresher courses are booked and completed within statutory or recommended timescales to ensure full compliance
- Implement the staff induction programme

Pupils

- Manage and collate pupil induction packs, consent forms and pupil files on admission to the school and complete ongoing annual data collections.
- Ensure records pertaining to pupils, parents and staff on sims are accurate and up to date.
- Request and accept CTF Files

First Aid

- Maintain the monthly tracking of first aid kits, ensuring stocks are ordered and replenished.
- Maintain the spill boxes ensuring stocks are ordered and replenished.

Other:

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent, Working Together to Safeguard Children) and our safeguarding and child protection policies
- Be alert to when persistent absence becomes a safeguarding concern and early help may be required
- Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary

- Adhere to the Child Protection and safeguarding policies and promote the safeguarding of all pupils in the school.
- Observe health and safety policy to self and others.
- Carry out duties which can be reasonably expected by the Headteacher and Senior Leadership team.
- Attend Child Protection and Child in Need meetings as directed by the headteacher.
- Be committed to professional development relating to the post.
- Fully participate in performance management and be an effective member of the team.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Good general education with GCSEs in English and Maths Grade C/4 to 5 or above	Up to date safeguarding training Degree in Social Policy, Psychology, Community Development, Education or similar related area. Relevant first aid qualification
Experience	Substantial experience of working with families alongside children/ young people in social care, educational, health or voluntary setting. Evidence of partnership working across agencies to achieve joint outcomes. Administrative experience	Experience of working with families to bring about change. Experience in delivering and leading training Interventions. Experience of using school information management systems e.g.: Bromcom, SIMs
Knowledge and understanding	Understanding of school attendance policies and procedures	Knowledge and understanding of children's development and the needs of children

	<p>Knowledge of how to promote safeguarding issues for children and their families.</p> <p>Knowledge of the statutory functions and school responsibilities for children in their care.</p> <p>Good working knowledge of Microsoft Office including Word, Outlook and Excel, and ability to work with internal software systems</p>	<p>within their family networks.</p>
Skills and abilities	<p>Ability to communicate appropriately and sensitively when liaising with children, young people and families in school, and where appropriate the child's home environment.</p> <p>Ability to engage hard to reach families and to work with people who are in crisis</p> <p>Ability to work independently and use own initiative to solve problems.</p> <p>Ability to prioritise and organise own workload.</p> <p>Ability to work effectively with other team members, foster and maintain working relationships with colleagues from other agencies.</p> <p>Ability to maintain accurate records and filing systems.</p> <p>Ability to deal with confidential data/issues appropriately.</p>	
Personal Characteristics	<p>Communication: shares and listens to information, opinions and ideas using a range of effective approaches.</p>	

	Self-awareness: learns continuously and effectively adapts behaviour in response to feedback	
Other Requirements	Willingness to be flexible and work to meet the best interests of the Trust Uphold the Values of the School in all actions and at all times	

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