

Job description – Family Welfare Officer

Orion Education is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. All offers of employment are subject to an Enhanced DBS check and where applicable, a prohibition from teaching check will be completed for all applicants. Orion Education is fully committed to equality and to valuing diversity as an employer and a provider of education.

<p>Summary of the role:</p>	<p>To improve outcomes, transform lives and enable social mobility</p> <ul style="list-style-type: none"> • To live the vision and values and be an ambassador for the school • To support with the administrative and communication processes within the school • To work under the guidance of senior staff
<p>Salary</p>	<p>Salary: NJC Scale 7 points 23 - 30 (Full Time Equivalent: £38,254 - £43,678 (Actual: £29,426 – £33,598 per annum)) Conditions: 39 hours, 40 weeks Line led by: Designated Safeguarding Lead/Assistant Principal</p>
<p>Main duties and responsibilities:</p>	<p>MAIN DUTIES AND RESPONSIBILITIES</p> <p>1. Purpose of the Role The Family Welfare Officer (FWO) plays a critical role in strengthening home-school relationships, improving attendance, and supporting families to overcome barriers to learning. The postholder will work proactively with pupils, parents, carers, and external agencies to promote good attendance, deliver early help, and support hard-to-reach families through targeted intervention and regular home visits.</p>

The FWO will also play a key role in safeguarding practice through early identification of needs, collaboration with pastoral and safeguarding teams, and ensuring children are supported to attend school regularly and safely.

2. Key Responsibilities

Attendance & Punctuality

- Monitor daily attendance and punctuality, identifying emerging concerns and patterns.
- Lead early intervention strategies to reduce persistent absence.
- Conduct first-day and follow-up home visits for pupils of concern.
- Work with families to develop attendance action plans.
- Provide weekly attendance analysis and updates to senior leaders.
- Support legal processes including penalty notices and court referrals when required.

Family Engagement & Support

- Build trusting, supportive relationships with parents and carers, including those who are reluctant to engage.
- Offer guidance on routines, boundaries, behaviour, and home-school communication.
- Signpost families to appropriate local support services, including financial, housing, parenting and mental health support.
- Collaborate with external agencies to support families with complex needs.
- facilitate meetings, workshops or drop-in sessions to strengthen parental involvement in the school community.

Home Visits

- Conduct proactive and responsive home visits to address welfare, attendance, and safeguarding concerns.
- Complete detailed, accurate visit records and report concerns promptly.
- Assess home circumstances and barriers to attendance, escalating concerns appropriately.
- Provide practical support and guidance to help families improve routines and remove obstacles to school attendance.

Safeguarding & Welfare

- Work closely with the Designated Safeguarding Lead and pastoral teams.
- Contribute to Early Help assessments and multi-agency plans.
- Attend safeguarding meetings, TAC/TAF, CIN, CP conferences when needed.

- Escalate concerns promptly and in line with school and Trust safeguarding policies.
- Maintain confidential and accurate safeguarding and welfare records.

Admissions Support (Eden Park High School)

- Support the coordination of admissions and in-year transfers.
- Liaise with new families to ensure smooth transition and early engagement.
- Conduct initial home visits for vulnerable new starters if appropriate.
- Ensure strong data collection and communication with families during the admissions process.

General Duties

- Maintain accurate, GDPR-compliant casework records.
- Provide reports for governors, senior leaders and the Trust where required.
- Participate in staff training and professional development.
- Uphold the school's values, policies and high expectations at all times.
- Carry out any other duties reasonably requested by senior leaders.

Person Specification

Area	Essential	Desirable	Method of assessment
	<p>These are qualities without which the Applicant could not be appointed</p> <ul style="list-style-type: none"> • You must hold Full UK Driving Licence 	<p>These are extra qualities which can be used to choose between applicants who meet all of the essential criteria</p>	<p>Application Certification Interview References</p>
Qualifications	<ul style="list-style-type: none"> • A good standard of education especially in literacy and numeracy • Sound Knowledge of Microsoft software • Knowledge of MIS systems (Arbor) • Basic knowledge of first aid; e.g. emergency first aid course • Knowledge of many of the social issues facing students from disadvantaged backgrounds 		<p>Application Certification</p>
Experience	<ul style="list-style-type: none"> • 3 years' experience of working in a school or similar educational establishment • Experience of meeting with parents/carers formally and informally • Experience in a similar role • Experience of working with young people 	<ul style="list-style-type: none"> • Experience of using Microsoft Sway • Experience of social media channels • Experience of web-design programmes 	<p>Application Interview References</p>

<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Full working knowledge of relevant policies/codes of practice • Understanding of a range of welfare issues that may be affecting students and their families. • Well-developed interpersonal skills to be able to relate well to a wide range of people • Work constructively as part of a team whilst being able to demonstrate initiative • Good communication skills • Have commitment to own personal and professional development • Commitment to equality and diversity • Sound Knowledge of Microsoft software • Knowledge of MIS systems (Arbor) • Strong organisational skills and attention to detail 		<p>Application Interview References</p>
<p>Character</p>	<ul style="list-style-type: none"> • Strong moral purpose and drive for improvement • Values driven • Mission-aligned • Humble and kind • Motivated, enthusiastic and flexible • Excellent interpersonal skills • Good sense of humour • Desire to develop yourself • Ability to receive and act on feedback • Strong attention to detail • Ability to work under pressure • Commitment to safeguarding • Commitment to equality of opportunity, valuing diversity and the safeguarding and welfare of all students • Commitment to the full life of the academy 		<p>Application Interview References</p>