



Education Directorate

Post Title	Education Welfare Officer		
Post Number	Various	Grade	06
Base	Agile Worker	Hours	37 per week/term time only
Car User Allowance	Approved Casual	Disclosure	Enhanced
Contact	Lisa Adams – Senior Education Welfare Officer	Updated	
Politically restricted	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes *		

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: Head of Education Welfare Service

Responsible for: Working in partnership with schools, pupils and their families to reduce absenteeism and to resolve welfare issues that could hinder pupils achieving their full potential.

Providing professional guidance on legislation and other regulations concerning the service and also provide work with schools and partner agencies to implement strategies to prevent problems.

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To work in partnership with the Authority's schools to raise attendance levels.
4. To support the Education Welfare Service Manager to ensure a strategic consistent approach to raising attendance levels across Blaenau Gwent schools, in line with corporate strategies and action plans.

5. To establish close links between parents and school, where appropriate, focusing on wider family and social factors which can contribute to poor attendance at school.
6. To be responsible for collation of effective data and provide statistical analysis relating to attendance data from schools.
7. To work in partnership with other agencies, as part of the delivery of a range of preventative programmes, focusing on vulnerable pupils and their families.
8. To undertake casework to assess social, emotional and educational problems affecting children's ability to benefit from their educational opportunity and refer cases to other statutory or voluntary agencies as appropriate.
9. To regularly assess pupil attendance and punctuality at designated schools and respond accordingly and to ensure that Welsh Government attendance regulations are complied with at both a school and Local Authority level.
10. To work with schools, as per the Authority's Callio approach to attendance.
11. To work closely with Families First as part of the wider Families First Community Hub Teams to support vulnerable pupils and their families so that every child has the opportunity to maximise their potential.
12. To prepare EWO reports on individual cases as required by the courts. To prepare and present briefs to the courts whilst representing the LEA in prosecutions of parents under the Education Act 1997(consolidated).
13. To give evidence in court in respect of proceedings instituted for breaches of the regulations governing the attendance of their children at their registered school. To present their own cases rather than the authority legal department.
14. To investigate all cases of illegal employment of children, or the unlicensed appearance of children in entertainment in accordance with the 1933 Children and Young Persons Act and local authority by-laws.
15. To support and participate in inter-agency meetings including case conferences, core groups and JAFF meetings.
16. To serve statutory notices or School Attendance Orders to parents, in respect of children who are known to the area but not registered in school.
17. To keep a close check on the attendance at school of children who are subjects of Education Supervision Orders and report undue absence to the supervising officer in the courts.
18. To undertake duties in relation to Truancy Sweeps under the Crime and Disorder Reduction Act, in conjunction with Gwent Police.
19. To work as part of a team to develop a range of initiatives to improve school attendance, including the use of promotional material, preventative work with pupils and multi-agency training.

20. To help arrange alternative education for pupils who are excluded from school or where mainstream school is not the most appropriate place for that pupil.
21. To fully participate in regular supervision sessions, staff meetings, and in-service training and to be fully committed to your own personal development.
22. To assist in the work of the department as may reasonably be required from time to time.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Educated to Degree level or equivalent in a relevant discipline	Essential	✓			
Other experience					
Experience of working with children or young people and their families.	Essential	✓	✓		
Experience of working with a range of agencies.	Essential	✓	✓		
Experience of working in a statutory setting.	Desirable	✓	✓		
Experience of working in an education or social work setting.	Desirable	✓	✓		
Experience of having undertaken a planning, monitoring and evaluation role.	Desirable	✓	✓		
Knowledge/Skills					
The ability to understand the individual needs of children and young people, their families and schools, as well as how best to meet those needs within the policies of the L.E.A.	Essential		✓		
Good leadership, interpersonal and communication skills.	Essential		✓		
Good organisational ability.	Essential	✓	✓		
The ability to be effective in a role that discharges the Authority's statutory responsibilities.	Essential	✓	✓		
The ability to work independently and able to demonstrate initiative.	Essential	✓	✓		
The ability to cope calmly with confrontational situations.	Essential	✓	✓		
The ability to work well as a team member.	Essential	✓	✓		
The ability to meet deadlines.	Essential	✓			
Self motivation and innovation of approach.	Essential		✓		
Computer literate, with the ability to use databases and spreadsheets.	Desirable	✓	✓		
The ability to promote partnership working.	Desirable	✓	✓		
A thorough knowledge of the legislation and court procedure as it relates to attendance issues, youth employment and other relevant issues.	Desirable		✓		
Child protection policies and procedures.	Desirable	✓			
The ability to promote measures designed to maximise school attendance.	Desirable		✓		
An appreciation of the wider welfare needs of children and young people.	Desirable	✓	✓		

2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Clean driving licence and access to vehicle at all times.	✓				
A genuine respect and regard for young people.	✓				
Flexible approach to working hours, including some evening work.	✓				

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓