

JOB DESCRIPTION

Post Title:	Family Engagement Officer	Department / Service:	Social Care and Education Services / Conwy Youth Service
Hours:	37 hours per week <i>This is a funded post secured until March 2025</i>	Level:	GO5
Location:	School based and community delivery	Job Evaluation Number:	SL2453
Responsible to:	Community Engagement Officer	Responsible For: (Staff)	0

Job Purpose:

The post holder will be expected to provide support to families and learners to improve educational engagement.
The roles will be based over 3 cluster areas of Conwy.

They will also identify and support pupils' emotional, social and educational needs in order to improve attendance and punctuality.

The post holder will take a role within the school and work closely with pupils who require specialised help to overcome barriers to learning.

Duties and Responsibilities - Job Specific

1.	<p>Support to schools and families</p> <ul style="list-style-type: none"> • Under the guidance of the Community Engagement Coordinator, establish, maintain and take a lead role in promoting the overall ethos/work/aims of this engagement programme with the objective being to improve pupil's attendance, punctuality, attainment and behavioural outcomes. • Establish and foster positive relationships with parents/carers of children in the home and / or school environment. • Working with Family Centres to engage and promote self-esteem of parents/ carers to help maximise their confidence and skills base to feel more confident when supporting their child's emotional, social and educational barriers.
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	<ul style="list-style-type: none"> • Take a lead role in the early identification of an individual learner’s emotional or social needs that may be demonstrated through absenteeism, lateness or behavioural concerns. • The role will require the ability to plan and deliver bespoke interventions for disengaged learners and for children of disengaged families to ensure they make good progress and overcome barriers to learning. • The post holder will support the role of parents/ carers in their child’s education and lead/contribute to meetings with parents to provide constructive feedback on a child’s progress. • Promote equality for all individuals, recognising and encouraging anti-discriminatory behaviour, respecting confidentiality (unless there are safeguarding concerns), recognise the learner’s rights to choice and respecting personal beliefs and identity. • Liaise with the school’s senior leadership team, child protection officer and social worker when appropriate. • Hold a high standard of knowledge of relevant policies/ codes of practice/ legislation e.g. Children’s Act. • Working knowledge of the new Curriculum for Wales and other relevant learning programmes. • Understand the principals of child development and learning processes and in particular barriers to learning and engagement.
2.	<p>Stakeholder Input</p> <ul style="list-style-type: none"> • All Conwy Youth Service interventions or support programmes will demonstrate that it is being delivered following stakeholder consultation. • The post holder will be responsible for ensuring that meaningful consultation is ongoing with learners and their families through linking with services to enhance opportunities, support and access to community provisions outside of school time. • The role will require engagement with families to signpost and encourage access to relevant agencies providing access to additional support, training and leisure activities.
3.	Face to face youth work

	<ul style="list-style-type: none"> • Deliver a range of face to face youth work activities and interventions, with the support and under the direction of the Community Engagement Coordinator. • Working at the pace of the learners and their families to develop a positive working relationship, building a picture of the barriers and needs. This role will require the needs of the learner to be at the forefront. • Ability to evaluate and adapt practice to complement learners or families learning needs. • Work constructively as part of a team, understanding classroom roles and responsibilities and own position within.
4.	<p>Staff development</p> <ul style="list-style-type: none"> • Responding to training needs, emerging from professional development reviews and changes in individual needs. • Ensuring that a broad range of skill sets is maintained within the workforce, enabling it to deliver services to learners through the use of a variety of intervention strategies and settings. • The role will require an individual with a Community and Youth work approach to delivery.
5.	<p>Quality Assurance</p> <ul style="list-style-type: none"> • In line with Youth Service expectations, ensure that all provisions and interventions maintain and exceed the quality standards as outlined in the Service guidance, and as promoted in the Welsh Government Quality Mark Standards. • The post holder will, in partnership with the Community Engagement Coordinator, take a role in implementing and developing a robust system to analyse attendance and punctuality data. There will also be a need to manipulate data to provide charts, reports, trends and patterns providing feedback as required on a learner's attendance and progress ensuring the ability of appropriate evidence. • The post holder will use distance travelled programmes to map and evidence of learner progression.
6.	<p>Partnership work</p> <ul style="list-style-type: none"> • Under the management of the Community Engagement Coordinator, develop robust relationships with senior managers and teacher in staff in schools. Work in partnership with other agencies to develop activities and interventions for learners who are displaying barriers with accessing education.

	<ul style="list-style-type: none"> • Seek to complement work delivered by other agencies and further develop the range of activities and interventions. • Developing close working links with the Family Centres to enhance the offer for the whole family. • The post holder will attend meetings with other agencies e.g. Education Social Workers, TRAC, Social Services, Youth Justice, Multi-Agency etc. when necessary.
7.	<p>Welsh Language Provision</p> <ul style="list-style-type: none"> • The post holder will be required to be able to provide support through Welsh and English. When possible, the post holder will promote the use of the Welsh Language during support and intervention.
8.	<p>Adverse Childhood Experiences [ACEs]</p> <ul style="list-style-type: none"> • Have a clear understanding of the impact ACEs can have on a young person in relation to attending education as well as providing targeted support, when required, in order to respond to and support the learner who have experience of one or more ACEs. • Provide a supportive approach using Trauma Informed Practice. • The post holder will be required to undergo training in Teen Mental Health First Aid.
9.	<p>Supervision / Management of people</p> <ul style="list-style-type: none"> • Responsible for the supervision of learners in your care. • Responsible for supporting and liaising with families of learners in the school. • Responsible for supporting and liaising with Childcare Practitioners and specialist agencies when necessary.
10.	<p>Service promotion</p> <ul style="list-style-type: none"> • Ensure that Conwy Youth Service is marketed and promoted in a positive manner within the community and school setting. • The post holder will also ensure that the service is promoted within schools, communities and relevant agencies.

Duties and Responsibilities – Corporate	
1.	To be responsible for establishing good working relationships both internally and externally.
2.	Compliance with the Authority's Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered.
3.	To participate actively in supporting the Authority's principles and practices of equality of opportunity as laid down within the Equalities Policy.
4.	To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole.
5.	Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes.
6.	As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service.
7.	Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales.

Review Date/Right to Vary

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

Signed by: **Date:**
Employee's Name and Signature

Approved by
Head of Service: **Date:**

PERSON SPECIFICATION

Post: Family Engagement Officer x 3

Date:

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Factor	Requirements	How Identified	Essential	Desirable
Knowledge & Skills	Relevant degree with over 2 years' experience of working with young people aged 11 -16.	AF/V	E	
	Ability to obtain knowledge of youth work, current trends and Adverse Childhood experiences.	AF/I	E	
	In depth knowledge of engaging harder to reach young people and families.		E	
	Ability to work with young people either in a one to one basis or in a group work setting who may lack motivation.	AF/I	E	
	Ability to produce written reports, meet deadlines and respond positively to changing demands and circumstances.	AF/I	E	
	The ability to communicate in English and Welsh is Essential.	AF/I	E	
	Ability to undertake Teen Mental Health First Aid training	AF/I	E	
Supervision & Management	Experience of developing and implementing project plans.	AF/I/R		D
Creativity & Innovation	Ability to develop innovative programmes that meets the needs of the young person and family	AF/I/R	E	
	Experience of continuous review and evaluation of stakeholder feedback.	AF/I		D

	Experience of working within a school setting and amending delivery in line with emerging needs.	AF/I	E	
Contacts & Relationships	Experience of working with partner organisations and advocating on behalf of young people.	AF/I/R	E	
	The ability to mediate and resolve conflict in a wide range of situations.	AF/I		D
	The ability to develop robust relationships with young people either as an individual or group basis.	AF/I/R	E	
Decisions / Recommendations	Ability to evaluate service delivery and make necessary recommendations to management regarding necessary changes.	AF/I		D
	Experience of making decisions that could impact on service delivery.	AF/I		D
	Experience of negotiating and altering service delivery with key stakeholders and communicating why changes are necessary.	AF/I	E	
Resources	A full driving licence.	AF/V	E	
	Experience of safe handling of all digital equipment and protection of data.	AF/I	E	
Physical Demands	Ability to be flexible in relation to working outside of normal office hours.	AF/I/R	E	
	Experience and ability to provide engaging activities within a range of settings including community, digital and doorstep delivery.	AF/I	E	
Work Demands	Ability to meet deadlines set and make decisions when elements of work need to be prioritised.	AF/I	E	
	Ability to deal with challenging situations and potentially agitated situations.	AF/I	E	

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)