

# Attendance Case Worker JOB PROFILE

## Purpose of the Job

The Attendance Case Worker is a key role within the Attendance Team and works under the direction of the Attendance Leader.

The Attendance Case Worker holds a case load of children and families, as directed by the Attendance Leader who in turn will review, support and challenge the Case Worker in order to meet and maintain the highest of standards.

Support the school's attendance strategy, adhere to the Attendance Policy and robustly implement all procedures in order improve attendance and punctuality.

Support the Attendance Leader with the admissions process by meeting families, introducing them to Hovingham's parent pledge and establishing relationships so parents and carers understand from the offset their responsibilities for their children's attendance.

## Main Duties and Responsibilities

Daily:

- Apply the tactics from the attendance strategy as directed by the Attendance Leader.
- Monitor attendance of case load, including first day calling procedures and update Arbor communication log as part of evidence gathering.
- Contact parents via phone, email or text for all children who are absent at morning register (and afternoon for PM nursery).
- Record reasons for absence on Arbor.
- Check the registers for absences or registers not taken and take appropriate action.
- Conduct a home visit only if directed by the Attendance Leader.
- Report any safeguarding concerns to the Safeguarding Team.

Weekly:

- Every Friday, publish the attendance percentages achieved for the week via the Parent App, attendance ladder displays around school and promote to parents/carers in the playground at the end of the day.
- Contact parents/carers on caseload informing them of their child's attendance for the week – praise where appropriate and highlight concerns where no improvements shown.
- Ensure all communication with parents/carers is accurately recorded on Arbor as part of evidence gathering.
- Arrange meetings with parents/carers who have not met targets or triggered a stage process.
- Meet with the Attendance Leader for supervision of case work.

Implement all attendance procedures as detailed in the Attendance Strategy and Attendance Policy.

Support in the production of relevant reports and evidence for internal and external use, including where cases need to be sent to legal.

Attend and contribute to attendance panel meetings.

Support the Attendance Leader with attendance/punctuality rewards and incentives for individuals, families, year groups and whole school.

Support the Attendance Leader with interventions to raise awareness and promote high levels of attendance.

Carry out meetings with parents as part of the Attendance strategy, policy and procedures.

Submit fast track applications where appropriate and agreed by the Attendance Leader.

Support with Early Help Referrals as appropriate and when directed.

Provide support for children and families who are returning following a long period of absence.

Track and monitor all children who are late arriving in school and being picked up late after school. Ensure the lates system is consistently applied across school.

Under the direction of the Attendance Leader, signpost parents and carers to services in the area which will support the improvement of their child's attendance i.e. if a child has dental issues, have they registered at a dentist?, if parents states children are regularly ill, have they been advised of where to go for medical advice? Etc.

Report any discrepancies with the registers to the Attendance Leader.

Support the Attendance Leader in identifying barriers to good attendance and punctuality for children and following their direction, work collaboratively with internal and external colleagues (such as Cluster staff) to implement bespoke intervention to remove them.

Ensure attendance processes are routinely followed and evidence is constantly being gathered so that, if appropriate, legal proceedings can be triggered for all parents/carers who are not meeting their legal obligation to send their child to school every day.

### **Health & Safety:**

- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions
- Co-operate with the employer on all issues to do with Health, Safety and Welfare

### **Continuing Professional Development:**

- Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.
- Undergo appropriate training in order to develop skills for the post.
- Maintain a portfolio of evidence to support the Performance Management process-evaluating and improving own practice.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

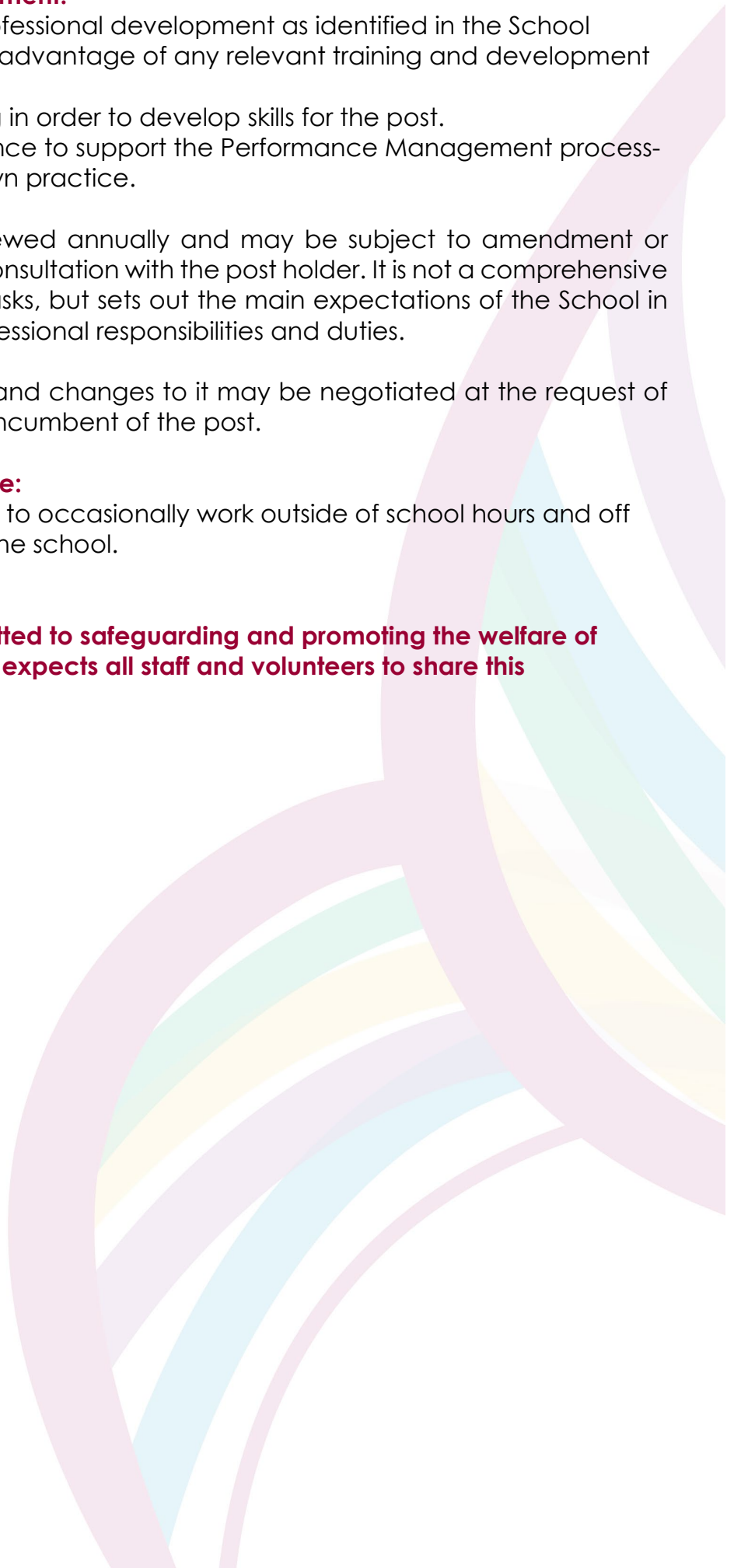
Elements of this job description and changes to it may be negotiated at the request of either the Head teacher or the incumbent of the post.

### **Any Special Conditions of Service:**

No smoking policy. Requirement to occasionally work outside of school hours and off school premises as required by the school.

Term time working.

**This school and cluster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**



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## PERSON SPECIFICATION

You should be able to demonstrate that you meet the following criteria which are all Essential.

E = Essential    D = Desirable    Measured by: A=Application Form, T=Task, P=Presentation, I=Interview & R=References

QUALIFICATIONS		
GCSE level of education C or equivalent (to include English and Maths)	E	A
A good level of appropriate ICT skills	E	A
Full driving licence	D	A
Relevant qualification or experience	D	A
MIDAS minibus qualification	D	A

SKILLS & KNOWLEDGE		
Able to use a range of office equipment (e.g. printers, photocopier)	E	A
Able to use Arbor management information system or have similar experience	E	A I
Ability to communicate effectively with families – face to face and written.	E	A I
Ability to communicate effectively and liaise with a range of professionals – colleagues including cluster and local authority colleagues	E	I
Ability to speak a second language relevant to school context e.g. Romanian, Czech, Urdu etc.	D	A I
Knowledge of and ability to work effectively and communicate with a wide range of organization and people offering support, information, opportunities and guidance	E	A I T
Possess good administrative and organizational skills and to be able to provide reports for SLT and Governors	E	A I
Knowledge and understanding of the range of fines and legal procedures which can be deployed in order to improve attendance.	D	A

EXPERIENCE		
Experience of dealing with queries from a wide range of people, including children and their families and associated agency involvement where directed	E	I R
Experience of working with a range of agencies and understanding of how and when to refer to them	E	A I R
Experience in the use of Microsoft packages such as MS365, Excel and Word.	E	I R
Experience of managing own online diary.	E	I R

GENERAL		
Willing to abide by the Council's Equal Opportunities Policy in the duties of the post, and as an employee of the Council	E	A I
Willing carry out all duties having regard to an employee's responsibility under the Council's Health and Safety Policies	E	A I
Have an ongoing interest in own personal development and an openness to embrace new ideas and initiatives	E	A I
Willingness to undertake further training if required	E	A I
Car driver with business insurance and ability to access a car for work purposes	D	A