



Job Description

Job Title	Engagement and support officer
Grade	Scale 4
Hours	36 hours per week TTO +INSETS
Responsible to:	SEMH Manager
Responsible for:	No one

Job Purpose

To supports the aims and objectives of the school and the engagement, learning and achievement of targeted pupils by working with them and their parents/carers, individually or in groups. Targeted pupils will mostly be referred via HOYs or members of the Senior Leadership Team or FAP and there will be various fora for discussion and decision-making about these pupils and then to provide support and group work in the mainstream and OAK provisions. The role will require you to build good relationships with partners, such as parents and agencies and the referring school to ensure that support is on place and the pupils attendance improves.

The range of issues addressed through home school support work will span:

- ☐ The common barriers to pupil learning and achievement, including, for example, attendance, punctuality, poor behaviour and school induction and transition
- ☐ Parenting skills, and parent and family education
- ☐ Parent and community engagement
- ☐ Outreach with hard to reach groups or for particular specialist groups
- ☐ Parental advice, information and representation including signposting local services

Main Responsibilities

- Working with others, identify those pupils who would benefit most from home-school support and, draw up and implement an action plan for each parent/carer/family with the HOY or referring staff member.

- To improve attendance of identified pupils from the mainstream and or the OAK provision and evidence the impact of the interventions used.
- To provide group activities to key pupils in the mainstream school and the OAK provision.
- To help pupils to engage with the school or provision, home / school visits will be necessary on a regular basis.
- To work in partnership with a Multidisciplinary team to ensure the safety and wellbeing of pupils in your care.
- To support with reintegration back into mainstream or help to induct them to respite.
- The role may include some supervision of pupils at break and lunch time. There will be some rota first aid and Internal Exclusion Unit supervision.
- Liaise with HOY/HOD regarding progress and provide relevant data
- Support staff when required with restorative conversations and ensure all restorative conversations occur
- Ensure all pupils that have been referred for support and intervention have a profile built and strategies shared with staff
- Keeping parents/carers updated through telephone communication or meetings with how the intervention is working
- Provide data and updates for weekly referral meeting
- Complete referrals for alternative provision and external agencies.

Supporting teaching and learning

- Walk around the school and be part of the on-call rota addressing live issues where learning is being disrupted.
- Work with pupils to de-escalate and resolve conflict.
- Provide a restorative justice approach to resolving incidents.
- Investigate incidents and pass information to HOYs, HODs and SLT as required.
- Monitor pupils home learning and engagement and follow up on those not engaging
- Ensure pupils who are working from home have regular contact and are provided with all the resources they require.

Supporting pupils

- Establish productive working relationships with pupils, acting as a role model and setting high expectations.
- Encourage pupils to reflect on their behaviour and find strategies to work through a challenging situation
- Consistently support pupils whilst recognising and responding to their individual needs.
- Mentor a small number of pupils to support them with challenging behaviour ensuring input is monitored, evaluated and reviewed.
- Encourage pupils to interact and work co-operatively with others and engage all pupils in activities
- Provide feedback to pupils in relation to progress and achievement.
- Intervene where necessary to ensure that pupils play and work together positively and co-operatively and encourage good behaviour.
- Support with behaviour CPD when necessary.
- Promote values, attitudes and good pupil behaviour, dealing promptly with conflict and incidents in line with established policy and encourage pupils to take responsibility for their own behaviour.
- Liaise sensitively and effectively with parents/carers as agreed with the school and participate in feedback sessions/meetings with parents or as appropriate.
- Act as a key worker for allocated pupils monitoring their progress and day to day issues.
- Supporting inclusion Manager and SEMH by attending and co-ordinating relevant paperwork.

The above-mentioned duties are neither exclusive or exhaustive and the post holder may be required to carry out other duties as required by the service.

School Vision and Ethos – Encourage, Challenge, Succeed

For Heathcote School staff in general:

1. to play a full part in the life of the school community, to support its distinctive vision and ethos and to lead staff and pupils in doing the same
2. to actively support the school's school improvement priorities
3. to adhere to relevant staff policies and the staff professional code of conduct as developed collectively by staff
4. to comply with the school's Health and Safety Policy and undertake risk assessments as appropriate
5. Always to perform duties in all elements of the role in a professional manner and with integrity, mindful of confidentiality as appropriate.
6. To provide cover for any member of the administration team in accordance with school priorities
7. To participate in appraisal reviews, in line with school policy.
8. To manage both internal and external relationships, striving for excellence in stakeholder satisfaction and to adhere to a high challenge, low threat philosophy.
9. To work effectively and successfully in your team within school. To participate in continuing professional development opportunities as identified through appraisal and ensuring ability to fulfil role effectively.
10. A great deal of the information and work dealt with is, of necessity, confidential, and it is important that none of this information is disclosed to any unauthorised person, and that is dealt with discreetly and with integrity.

To be alert to issues of safeguarding child protection ensuring that the welfare and safety of children attending the School is promoted and safeguarded and to report any child protection concerns to the designated Safeguarding Lead using safeguarding policies procedures and practice.

To adhere to the Whistleblowing Policy

Name of post holder

Signature

Date