



HILLINGDON

LONDON

Job Profile

JOB TITLE: NEET Caseworker

GRADE: SO1

POST NO:

JOB TIER: 7

DBS CHECK: Enhanced

GROUP: Children's Services

SERVICE: Education

REPORTING STRUCTURE

Reports to: Post 16 Participation & NEET Co-ordinator

Direct Reports: 0

Indirect Reports: 0

ROLE PURPOSE: In line with Hillingdon's Education Service priorities to work closely with the Post 16 Participation & NEET Co-ordinator and Head of Access to Education to:

- Carry out the London Borough of Hillingdon's statutory duty to track young people upon completing compulsory age schooling to establish their Education, Employment and Training status between the ages of 16-19 to ensure there is provision for them.
- Support with working with schools and other educational settings to ensure options/pathways for young people are identified at the earliest possible stage to ensure their progression to EET at Post 16 is secure.
- Support with interventions to improve participation in education or training opportunities Hillingdon's Post 16 young people.
- To contribute to programmes of practice development for the Post 16 team.
- Support with monitoring and tracking all data pertaining to children at Post 16 to identify trends and gaps

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility.

3. Operational Service Delivery

- To engage, through the use of various forms of communication, with young people to establish their EET status and identify those in need of support.
- To communicate with, obtain information and build relationships with schools, colleges, training providers and support services for young people to help accessibility for young people.
- To contribute to a database of NEETs and those whose situation is unknown, to track and contact them and attempt to place them on appropriate EET.
- To communicate with Social Work Teams, Youth Services, SEND, SENDIASS and other appropriate services that support young people, to establish their

EET status and identify young people in need of support into EET or those at risk of NEET.

- To attend case reviews and multi-agency meetings about known NEET young people.
- To work with services that can meet the needs of those with NEET, service providers, mental health support services, young parents etc.
- To maintain accurate records, uploading data to the IYSS database in order to enable Hillingdon to be aware of the status of young people within its boundaries.
- To liaise with schools and colleges in the data sharing cycle during the year to ensure data for Hillingdon young people is accurate.

4. Service Planning & Development

- To maintain effective working relationships with stakeholders and clients, ensuring that the council's interests are protected and ensuring value for money in all transactions.
- Work with team members, and external consultants where appropriate, in using performance data and local intelligence to identify school needs and shape work patterns.

5. Financial & Resource Management

- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To provide support to the Access to Education Manager to provide value for money services within the budget allocation.

6. Service Improvement

- Continuously refresh expertise and skill sets to meet the new challenge presented by the changed education, employment and training landscape.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contact will be with other officers within the Council, schools and operational and managerial staff in partner organisations.
- Essential to the successful delivery of the role will be effective liaison with partners in education in Hillingdon including schools and Academies.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Deliver against any agreed Service Levels and outcomes.
- Fulfil LA's legal duties in relation to NEET figures
- Perform against other staff performance & productivity measures that contribute to meeting statutory duties for education and supporting vulnerable learners at risk of NEET.

B. Person Specification

NEET Caseworker

This person specification will be used for recruitment to the NEET Tracker vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

| 1. QUALIFICATIONS (list) | ESSENTIAL ✓ | DESIRABLE ✓ |
|--|--|----------------|
| <p>5 GCSEs including Maths and English or NVQ level 3 in an appropriate field</p> <p>A recognised qualification in a related profession e.g.: Education, youth work, child and family development) or the commitment to undertake and complete such training within 2 years of appointment</p> | ✓ | ✓ |
| 2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe) | ESSENTIAL ✓ | DESIRABLE ✓ |
| <p>Full UK driving licence and use of own vehicle</p> <p>Prepared to work flexibly to meet the needs of the service, including with other teams within Access to Education Service, as and when required.</p> <p>Maintain confidentiality at all times.</p> <p>Willingness to take majority of annual leave during school holidays</p> | <p>✓</p> <p>✓</p> <p>✓</p> | ✓ |
| 3. EXPERIENCE (describe) | ESSENTIAL ü | DESIRABLE ü |
| <p>Experience of paid work directly with families and children and young people experiencing social stress to achieve satisfactory outcomes</p> <p>Experience of working with schools, Academies, FE and HE providers, training providers and employers in support of young people's participation</p> <p>Experience of working in a timely manner to tight deadlines to achieve SMART objectives</p> <p>Experience of responding to complex and confrontational situations in a calm and professional manner.</p> <p>Understanding of the issues for families that impact on accessing education.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |

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| <p>Knowledge of evidence-based strategies for improving educational engagement .</p> <p>Delivering customer focused services which are tailored to the needs of individuals.</p> <p>Sound judgment with a positive respect for confidentiality and diversity.</p> <p>Proven ability to proactively develop effective working relationships with colleagues, partners and other stakeholders, understanding their needs and concerns.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |
| <p>4. KNOWLEDGE & SKILLS (list)</p> | <p>ESSENTIAL</p> | <p>DESIRABLE</p> |
| <p>To have a clear understanding of safeguarding and protecting families from risk and harm</p> <p>Good self-organisational skills, able to work independently and as part of a team</p> <p>Knowledge and understanding of the problems and difficulties faced by families and the ability to help them find constructive solutions.</p> <p>A broad knowledge and understanding of Social care, Education and health legislation and services, and how they can support families</p> <p>Specific knowledge of legislation and practice in relation to children and young people's participation in education, employment and training</p> <p>Knowledge of child development and needs</p> <p>Able to form and maintain appropriate professional relationships and boundaries with children, young people and families to ensure effective engagement in agreed family interventions</p> <p>Able to be persistent, creative and tenacious in engaging with children, young people and families who present challenging behaviour and may be resistant to change</p> <p>A good understanding of how to work effectively with other professionals and service providers in a multi-agency environment</p> <p>Ability to use Microsoft office packages to keep clear, written and electronic records and provide monitoring information as required to a high standard.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |

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| <p>Effective communication skills with the ability to set out logical arguments clearly and adapt language, form and message to meet the needs of different residents / audiences.</p> <p>Good time management skills with the ability to appropriately prioritise and plan own work.</p> | ✓ | |
| | ESSENTIAL | DESIRABLE |
| <p>Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p> | ✓ | |
| <p>Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.</p> | ✓ | |
| <p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p> | ✓ | |
| <p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p> | ✓ | |