



HILLINGDON

LONDON

Job Profile

JOB TITLE: Children Missing Education Officer

GRADE: SO1

POST NO:

JOB TIER: 7

DBS Disclosure Enhanced

GROUP: Children's Services

SERVICE: Education

REPORTING STRUCTURE

Reports to: Children Missing Education Lead Officer

Direct Reports: none

Indirect Reports: none

ROLE PURPOSE:

The Children Missing Education Officer will support the work of the CME Lead Officer to ensure the Council carries out its responsibilities to the highest possible standards and in accordance with legislation and Hillingdon's CME policies and procedures.

Main Responsibilities

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. 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.'
- To work in partnership with families to identify and address needs and reduce the risk of poor outcomes for children, young people and their families with particular regard to outcomes associated with non-participation.
- To work closely and creatively with schools and academies and partner agencies to deliver effective service for children, young people and their families

3. Operational Service Delivery

- To support schools and other council officers in the identification and tracking of children missing education in line with Hillingdon's CME policy.
- To provide advice and guidance for schools and colleagues on children missing education and escalate referrals to the Multi Agency safeguarding Hub as appropriate.
- Attendance at children at CIN/CP meetings.
- To undertake appropriate tracking of children and liaison with schools, other boroughs and agencies. To advise schools on appropriate removal from school roll and ensure appropriate recording of cases.
- To undertake home visits.
- To contribute to the process of School Attendance Orders.
- To obtain and collate information for Magistrates or Family Proceedings Court.
- To support and challenge school and academy practices with regards to pupils being removed from roll.
- To ensure that monitoring and statistical information regarding the work is up to date and available.
- To work within established Council and departmental policies and procedures and relevant legislation relating to children and young people.

4. Service Planning & Development

- To contribute to the development and implementation of the Team Plan and Service Plan and understand how the role supports the delivery of the plan.
- To participate in supervision arrangements to ensure that objectives are being met as identified through the appraisal process and personal development plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To keep up to date on research, policy and practice developments through personal study and attendance at seminars or training.

7. Contacts

- Front line professional staff across social care, health, housing education and other Local Authorities.
- External agencies and partners including schools, health services, Police, Probation and the voluntary and independent service providers.

8. Additional Responsibilities

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

9. KEY PERFORMANCE INDICATORS

- Development and implementation of timely intervention plans with SMART outcome focused targets.
- Delivery of targets outcomes
- Quality record keeping
- Delivery of agreed PADA (Performance & Development Appraisal) objectives

B. Person Specification

Children Missing Education Officer

This person specification will be used for recruitment to the **Key worker - CME** 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	ESSENTIAL	DESIRABLE
5 GCSEs including Maths and English or NVQ level 3 in an appropriate field.	✓	
A recognised qualification in a related profession e.g.: Education, youth work, child and family development).		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Full UK driving licence and use of own vehicle.		✓
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of paid work directly with families and children and young people experiencing social stress to achieve satisfactory outcomes.	✓	
Experience of working with schools, Academies, Further Education and Higher Education providers, training providers and employers in support of young people's participation.	✓	
Experience of working in a timely manner to tight deadlines to achieve SMART objectives.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
To have a clear understanding of safeguarding and protecting families from risk and harm	✓	
Good self-organisational skills, able to work independently and as part of a team.	✓	
Knowledge and understanding of the problems and difficulties faced by families and the ability to help them find constructive solutions.	✓	
A broad knowledge and understanding of social care, Education and health legislation and services, and how they can support families.	✓	

Specific knowledge of legislation and practice in relation to children and young people's participation in education, employment and training		✓
Knowledge of child development and needs.	✓	
Able to form and maintain appropriate professional relationships and boundaries with children, young people and families to ensure effective engagement in agreed family interventions.	✓	
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.	✓	
A good understanding of how to work effectively with other professionals and service providers in a multi-agency environment.	✓	
Ability to use Microsoft office packages to keep clear, written and electronic records and provide monitoring information as required to a high standard.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Remains motivated, even under pressure, to ensure that a high standard service to the customer is maintained.	✓	
Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that tasks and responsibilities are completed.	✓	
Team working Acts as a role model to others in the team and wider multi agency arena, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
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.	✓	
Customer Care To establish and maintain effective relationships with statutory and voluntary agencies to ensure a high standard of service and support to families.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

Additional requirements for SO1

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
A recognised qualification in a related profession e.g., Education, youth work, child and family development	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Demonstrable experience of holding a full caseload in a key-worker role	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Demonstrable ability to deliver successful interventions for families with complex needs that deliver outcomes.	✓	