

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Section 19 Officer

School Attendance Support Service, People Directorate

Our vision within West Northamptonshire is to: 'make West Northamptonshire a great place to live, work, visit and thrive.'

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

1. To act as case manager for attendance cases requiring education provision under Section 19 of the education Act for medical conditions or other reasons, in line with statutory guidance. The role will link specifically to absence for medical reasons or other to include EBSA, SEMH needs and unmet SEND
2. To lead the statutory process including investigating attendance issues, identifying the barriers to school attendance and liaising with the school, family and other agencies and services to find resolutions.

## **Accountable to:**

This role is accountable to the School Attendance Senior Officer. The role sits within the people directorate as part of the Children and Young People service, part of the Corporate Services Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. To work as part of the wider School Attendance Support Service to challenge and support schools across West Northamptonshire to ensure they are fulfilling their educational responsibilities and that education provision and interventions are of high quality and are relevant to the needs and aspirations of the pupils.
2. To work with autonomy to identify issues and seek solutions
3. To carry out an investigation into the barriers to education, liaising with the school, the family and other services, providing support and/or intervention
4. To use Therapeutic Thinking toolkit to underpin interventions to ensure that practice in school is informed by therapeutic practice and through the use of trauma-informed and attachment aware practice.
5. Develop an attendance and reintegration plan detailing education provision where S19 duties apply and to work with the school and the family where responsibility for education remains with the school
6. To liaise with other services (Virtual school, social care, early help and health) and outside agencies and engage in partnership working, ensuring partnership contribution to the plan and the delivery of agreed actions, where appropriate. To ensure effective education provision is prioritised
7. To give advice and guidance to support the CYP, the family and the education providers
8. To ensure ongoing coordination of the plan, to include regular and ongoing monitoring to ensure the CYP receive appropriate support
9. Attend the multidisciplinary panel meetings to present a case for funding and or amendments to the attendance plan
10. Conduct safeguarding and welfare checks for CYP as and where appropriate
11. Conduct home visits, where required, to discuss attendance barriers with CYP and their families, to gather the voice of the child and to inform them of systems and processes
12. Maintain and update records in accordance with WNC policies and procedures for effective working, efficient audit and clarity of information for management relating to performance targets and service provision

13. To provide updates and feedback to the service's leadership team, to include data analysis around service use and patterns and trends identified.
14. To ensure that school are aware of and follow safeguarding processes and procedures in relation to children missing from education and children absent from school
15. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
16. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
17. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to assimilate and interpret written reports and information from a range of people, including parents, school and other professionals	Essential	A, I,
Excellent organisational skills. Ability to manage a caseload, to be able to prioritise and to manage a diary. Ability to manage a range of competing demands	Essential	A, I,
High standard of spoken and written English	Essential	A, I
Ability to offer support, advice and guidance clearly and effectively	Essential	A, I
Excellent interpersonal skills. Ability to mediate with schools and families, colleagues and a range of professionals	Essential	A, I,
Ability to work autonomously and to think of creative solutions	Essential	A,I
Ability to input data and analysis and maintain case records	Essential	A, I
Ability to travel across West Northants	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Good understanding of safeguarding procedures in relation to a variety of settings	Essential	A, I,
Knowledge of relevant legislation, including relevant sections of the Education Act referring to S19 duties, Working together to improve school attendance, children with Medical needs Legislation relating to Electively Home Education Children, Children Missing from Education,	Desirable	A, I,
Knowledge of recording and reporting systems such as CAPITA One, Liquid Logic	Desirable	A, I,

Relevant experience:	Essential / Desirable	Measured by
Experience of working with children, young people, and families	Essential	A, I,
Experience of working with statutory processes and managing statutory systems.	Essential	A, I
Experience of problem-solving, resolving conflict and mediation	Essential	A, I,
Experience of leading meetings, identifying actions for all parties	Essential	A, I

Experience of developing action plans with clear actions and ensuring that these are carefully monitored	Essential	A, I
Experience of working alongside CYP with SEND, SEMH needs and being trauma informed and attachment aware	Essential	A,I
Experience of team working, contributing to team development, team planning and decision making	Essential	A, I,
Previous experience of working in school or working closely with schools to ensure the needs of pupils are met	Desirable	A, I,

<b>Education, training, and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Good standard of Education to A level or equivalent	Essential	A, I, D
Recognised qualification in Education, Health or Social care	Desirable	A, I, D

Continuous Professional Development including a range of courses undertaken to inform practice	Essential	A, I,
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All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

**Additional pre-employment checks specific to this role include:**

Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education)

## Day-to-day in the role:

<b>Hours:</b>	37 hours per week	<b>Primary work base:</b>	Office/Hybrid
<b>Job family band:</b>	WNC Band 06	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£34,203-£37,067	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	N/A		

### Working conditions & how we work:

Regular working alone, risk of verbal abuse from parents on the phone or at home visits. Exposure to mental health pressures and demands with fast-paced changes to priorities also work volume.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact:

[Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

