

Attendance Coach (fixed term maternity cover, term time only over 39.6 weeks)

Communications, Engagement and Student Experience

Ref: VBSS.109

1. The Appointment

The Early Intervention Team forms part of the Student Welfare Department.

The Attendance Coaches will develop and deliver high quality work with students through an agreed programme of support that facilitates their participation in current issues and decision making by creating opportunities for their personal, social and educational development whilst enabling them to reach their full potential.

Attendance Coaches are primarily responsible for managing a caseload of vulnerable students who have barriers which effect their attendance. The focus of this support will be to enable the student to overcome the barriers that may prevent them achieving success whilst at college. Interventions are intended to be short term with coaches referring students for longer term intervention to other specialist support services within college, this may include support coaches and/or the safeguarding team. These responsibilities include

- Contribution to raising achievement by improving college attendance
- To provide a specialist service to assist the college in meeting their obligations and targets in relation to student attendance, especially persistent absence.
- To promote positive attitudes by students and families towards education and to ensure that parents are made fully aware of their responsibilities.
- To make contact with families in their own homes and elsewhere to assess the reasons impacting on the attendance of individual students, facilitating their return back to college.
- To establish and develop a professional service to support the college in raising attendance, investigating persistent absences and improving punctuality.

The Attendance Coaches will follow the principals of youth work to enable them to deliver an assertiveness mentoring model to raise Retention, Achievement and Success.

It is essential for this role to have excellent motivational, assertiveness skills and communication skills at all levels in order to ensure supported students make positive progress in a timely fashion.

It is also essential you have sound administrative, organisational skills and a flexible, adaptable and positive attitude; with a good general education, experience of using databases, processing information and creating regular reports. An IT qualification is also preferable.

Experience of working with young people/adults in a support situation is essential.

The role will require you to embed the college's values; **Respect, Integrity, Collaboration, High Expectations, Responsibility.**

2. The Post

2.1 Main Duties and Responsibilities

- a) To advise the college on strategies to promote the regular and punctual attendance of all students and assist with the implementation of the strategies.
- b) To liaise closely with college tutors about students at risk due to their attendance and involve tutors in strategies for improvement.
- c) Meet with college staff, students and parents to identify individual problems and possible solutions.
- d) To lead on supervised contact with families in response to allocated referrals i.e. home visits and /or meetings in college.
- e) To establish the reason for non-attendance, make assessments and agree a plan for facilitating a return to college or improvement in attendance using appropriate strategies within specified timescales.
- f) To keep clear and concise records of all consultations and to write any other reports. Ensure that the recording of meetings/interventions is input onto the college system in a timely manner.
- g) To use IT systems to produce reports, often to tight timescales, using word processing and record information including statistical data.
- h) To work on initiatives which raise the awareness of college staff, parents and the community on the importance of student attendance.
- i) Have the ability to build positive and sustainable relationships with students by using the core principals of youth work (participation, understanding of others and exploring values and beliefs).
- j) Have a clear understanding and ability of how to support alongside the colleges Support Coaches all key vulnerable groups such as LAC, Care Leavers, Young Parents, Young Carers, and Students who have been involved in criminal activities, students who live away from their parents and students with mental ill-health.
- k) To manage a caseload of students identified due to poor attendance and develop plans and strategies to support the increase in attendance rate i.e. good understanding of barriers such as Mental Health.
- l) Be able to offer support to **ALL** college students.
- m) To work collaboratively with other teams in college, in particular the safeguarding team. This may from time to time involve supporting them with cases. This may take the form of assisting in welfare checks or sitting in on meetings with supported students, or handling follow up referrals from the safeguarding team for specialist support, such as counselling.
- n) As lead specialist for improving attendance rates the Attendance Coaches will need to maintain up to date knowledge of legislation, trends, local developments as well as developing a variety of support resource specific to their speciality area.
- o) To deliver bespoke group work sessions and awareness events to support the development of softer skills with students when needed.
- p) Have a visible presence in communal spaces so they are able to build positive trusting relationships with students especially the hard to reach.

- q) Provide additional support for the Duty Head and carry out searches on students property if required
- r) To engage with students who are/or have become disengaged in their education with a specific focus towards re-engaging them back into learning
- s) To use the “**At Risk Register**” and attend “**At Risk Meetings**” with the Heads of department around prioritisation and implementation of support.
- t) To liaise with internal and external stakeholders in order to build positive partnerships to enhance the support/services offered to students.
- u) To have a basic understanding of financial support and progression routes for students, in order to support students with bursary applications and to aid progression
- v) To maintain strict confidentiality and discretion at all times.
- w) To work to performance targets with their caseloads of students
- x) To ensure the college is promoting a healthy lifestyle by providing on duty cover system for students who require support with emotional well-being, mental health self-harm, anxiety, and sexual health advice.
- y) Play an active part in the enrolment process and deliver welcome sessions to all students over the induction period
- z) To obtain regular feedback from service users in order to continually improve.
- aa) Each Attendance Coach will act as a single point of contact with specific curriculum teams with a view to the items such as the attendance concerns arising from the “At Risk Register” or other attendance reports.
- bb) To gather ongoing information for students in their allocated area and update support plans for each student.

2.2 Other Responsibilities

- a) To uphold and promote college policies and procedures, promoting those specifically applicable to this area of work and also including the Health and Safety and Equality and Diversity policies and procedures and attend training as requested.
- b) To comply with the college’s own safeguarding policy and practices and attend training as requested.
- c) To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques.
- d) To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.
- e) To present and promote an appropriate public image in representing the college.
- f) To undertake any other duties as may reasonably be required commensurate with the post.

3. Skills, Qualities & Knowledge

Qualifications:

Essential

Desirable

	Essential	Desirable
A level 3 or higher in a professional qualification relevant to the post such as social worker, teaching, youth work or other relevant qualification (or willing to work towards)	✓	
Youth Work Level 2 or higher (or willing to work towards)	✓	
English GCSE grade C / 4 (minimum) or equivalent	✓	
Maths GCSE grade C / 4 (minimum) or equivalent	✓	
Mental Health First Aid or Mental Health Level 2 (or willing to work towards)	✓	
Full Driving Licence or ability to travel across sites	✓	
Experience		
Ability to run group work interventions	✓	
Working with children, young people, parents and families preferably within educational or attendance related context.	✓	
Dealing with challenging behaviour	✓	
Proven history of conducting 1:1 Support interventions	✓	
Handling of confidential information	✓	
Using technology to engage the hard to reach	✓	
Knowledge of safeguarding and the Prevent agenda	✓	
Skills /Knowledge		
Demonstrate suitability to work with children and vulnerable adults including knowledge/understanding of safeguarding and DBS compliance	✓	
Demonstrate knowledge of attendance regulations.	✓	
Demonstrate an understanding of issues that may affect a student's ability to attend college	✓	
Assertiveness skills	✓	
A high level of resilience	✓	
Excellent motivational skills	✓	
Ability to work under pressure and to meet deadlines	✓	
Accuracy and attention to detail	✓	
Excellent communication and interpersonal skills	✓	
Ability to build positive relationships	✓	
Good organisational, administrative skills including time management	✓	
Ability to work on own initiative or part of a team	✓	
Ability to deal positively with conflict	✓	
Qualities/Approach linked to college values		
High levels of written and oral communication	✓	
Approachable personality	✓	
Confidence in dealing with people of all ages and abilities/disabilities	✓	
Sensitive to and aware of cultural issues	✓	
Demonstrate a positive approach to equality and diversity and customer service	✓	
Demonstrate an ability to take responsibility for own and others Health and Safety at work	✓	
Able to confidently handle difficult situations whilst remaining supportive and practical	✓	
Remain positive and approachable when faced with challenging situations	✓	

4. Position within the College

The post-holder will be part of the Student Welfare Team and under the management structure of the Welfare Manager but will report daily to the Early Intervention Coordinator.

5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services, fixed term, term time contract.
- b) The salary will be based on a full time equivalent of £22,304 per annum (pro rata for term time and the fixed term period). This is a spot salary.
- c) You will be required to work 37 hours per week on a flexible basis.
- d) The Company operates a Scottish Widows Group Personal Pension Plan.
- e) The post holder may be located at any West Nottinghamshire College site and may be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

6. The Application

Individuals with the appropriate experience, qualifications and personal qualities are invited to return their application form by **5pm on Sunday 23rd January 2022.**

THE COLLEGE PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY.

The college group is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts are all subject to DBS check. The successful candidate will be required to pay for the DBS check themselves, the cost will automatically be deducted from their first salary payment. This is currently £46.50.

It is an offence for anyone who is barred from working with children and or vulnerable adults to apply for this position.