



ON TRACK EDUCATION



**FAMILY SUPPORT WORKER &
ATTENDANCE OFFICER
WEST YARNER/SEALE HAYNE**

ON TRACK EDUCATION SERVICES



ON TRACK EDUCATION SERVICES LIMITED WAS ESTABLISHED BY A TEAM OF SEN TEACHERS IN 2004. WE NOW HAVE NINE INDEPENDENT SPECIAL SCHOOLS, AND ADDITIONAL SUPPORT SERVICES, AROUND THE COUNTRY FOR YOUNG PEOPLE WITH A RANGE OF DIVERSE SPECIAL EDUCATIONAL NEEDS.

ON TRACK WEST YARNER

On Track Education in West Yarner/Seale Hayne is a mixed, day special school. The school provides education for up to 52 pupils aged 7-16, who benefit from small group and individualised learning and have communication and interaction difficulties, Autistic spectrum conditions and learning needs. Our Primary base is West Yarner, Dartington and our secondary base is Seale Hayne, Newton Abbot. The school was last inspected by Ofsted in September 2022 when it received judgments of Good all categories. The full inspection report can be found on our website.

The school's curriculum and ethos is underpinned by the principles of the THRIVE approach. THRIVE promotes children's and young people's positive mental health in an approach based on established



neuroscience, attachment theory and child development. The profiling and action-planning tool equips staff with the knowledge, insight and resources needed to develop the relationships that help young people flourish and learn.

We offer ongoing training and professional development, support by the BUPA employee assistance programme and a company well-being service.

RECRUITMENT AND SELECTION STATEMENT

The safe recruitment of staff is the first step in the effective safeguarding and promoting the welfare of our pupils. On Track Education is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is recognised that this can only be achieved through sound procedures, good inter-agency co-operation and the recruitment and retention of competent, motivated employees who are suited to, and fulfilled in the roles they undertake.

On Track Education recognises the value of, and seeks to achieve a diverse workforce which includes people from different backgrounds, with different skills and abilities. On Track Education is committed to ensuring that the recruitment and selection process is conducted in a manner that is systematic, efficient, effective and promotes equality of opportunity. Selection will be on the basis of merit and ability, assessed against the qualifications, skills and competencies required to do the job. On Track Education will uphold its obligations under law to not discriminate against applicants.

On Track Education will implement robust recruitment procedures and checks for appointing staff and volunteers to ensure that reasonable steps are taken not to appoint a person who is unsuitable to work with children, or who is disqualified from working with children, or does not have the suitable skills and experience for the intended role.

The following pre-employment checks will be required:

- receipt of at least two satisfactory references, one from most recent employer*
- verification of the candidate's identity
- a satisfactory enhanced DBS check (including barred list information)
- verification of the candidate's mental and physical fitness for the post
- verification of qualifications
- verification of professional status where required e.g. QTS status (unless properly exempted)
- the production of evidence of the right to work in the UK
- a check for a teacher prohibition order
- a check for a section 128 direction (for management positions)
- online searches may be conducted on shortlisted candidates to help identify any issues that are publicly available

NB It is illegal for anyone who is barred from working with children to apply for, or work in our schools in any voluntary or paid capacity.

- On Track Education will contact current and previous employers, if an applicant is shortlisted, as part of pre-appointment checks. In exceptional circumstances, where you have good reason not to want your referees to be contacted prior to interview, you should set out your reasons with your application form. On Track Education will liaise with you and where they agree to defer in such cases, referees will be contacted immediately after interview and before an offer of employment is made.
- Further checks may be made for applicants who have lived or worked outside the UK. These will include a check for information about any sanction or restriction that an EEA professional body has imposed.

RECRUITMENT AND SELECTION STATEMENT

On Track Education will take up any discrepancies or anomalies in the information provided or issues arising from references at interview.

On Track Education will contact current and previous employers of those applicants.

On Track Education will keep and maintain a single central record of recruitment and vetting checks, in line with the statutory requirements.

On Track Education requires all staff and volunteers who are convicted or cautioned for any offence during their employment to notify the school, in writing of the offence and penalty.

All posts within On Track Education are exempt from the Rehabilitation of Offenders Act 1974 and therefore all applicants will be required to declare spent and unspent convictions, cautions and bind-overs, including those regarded as spent and have an Enhanced Criminal Records Disclosure. A previously issued Criminal Records Disclosure Certificate will only be accepted in certain restricted circumstances. On Track Education is committed to ensuring that people who have been convicted are treated fairly and given every opportunity to establish their suitability for positions. Having a criminal record will not necessarily be a bar to obtaining a position. This will depend on the background, nature and circumstances of the offence(s).

EQUALITY, INCLUSION AND DIVERSITY

**ON TRACK EDUCATION IS COMMITTED
TO THE PRINCIPLE OF EQUAL
OPPORTUNITY IN EMPLOYMENT**

On Track Education is committed to the principle of equal opportunity in employment. The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All job applicants, employees and workers (including agency workers) are covered by this policy and it applies to all areas of employment including recruitment, selection, training, career development, and promotion. These areas are monitored and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our Company as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect. The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout the Company.

Management will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant, employee, or worker receiving less favourable treatment because of a protected characteristic within the Equality Act 2010 which are race (including colour, nationality, ethnic or national origin and caste), religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage/civil partnership and age. In accordance with our overarching equal treatment ethos, we will also ensure that no-one is treated less favourably on account of their trade union membership or non-membership, or on the basis of being a part-time worker or fixed term employee. The Company's objective is to ensure that individuals are selected, promoted, and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.



FAMILY SUPPORT WORKER & ATTENDANCE OFFICER

Responsible to:	Mike Deacy, Interim Head Teacher
Location:	On Track Education West Yarner/Seale Hayne
Salary:	£25,410 – £30,370 per annum
Contract type:	Full-time 8:45am – 4:45pm Mon to Fri



SAFEGUARDING

All On Track staff are expected to maintain an awareness of equality and diversity in relation to pupils, staff and visitors to On Track.

On Track places safeguarding at the heart of all that it does and all staff are expected to:

- adhere to the Staff Code of Conduct policy at all times
- read and ensure their full understanding of all school policies
- be mindful of safeguarding and child protection issues in relation to all pupils
- report any concerns using the appropriate documentation
- engage positively in all training opportunities



CORE REQUIREMENTS

In fulfilling the requirements of the post, you will demonstrate essential professional characteristics, and in particular will:

- Inspire confidence in pupils and colleagues
- Work collaboratively, and foster positive relationships, as part of the school team
- Engage and motivate pupils, promoting their progress and well-being
- Have high expectations of every pupil
- Role model professional conduct and presentation
- Contribute positively to the school's continual improvement and development
- Promote and safeguard the welfare of the pupils
- Work within school policies at all times
- Maintain confidentiality

JOB PURPOSE

- The Family Support Worker & Attendance Officer plays an important role in ensuring pupils are safe, engaged and attending school regularly. Working at the heart of the school's pastoral and inclusion provision, the postholder will build strong relationships with pupils, families and staff to remove barriers to attendance, behaviour and wellbeing.
- Reporting to the Head Teacher, the role contributes directly to positive outcomes for pupils through targeted intervention, proactive family support and effective multi-agency working.

JOB DESCRIPTION

Attendance & Inclusion

- Lead whole-school strategies to improve pupil attendance, punctuality and engagement, with a focus on reducing persistent and severe absence.
- Monitor, analyse and track daily attendance data, identifying trends, vulnerable cohorts and individual pupils requiring targeted intervention.
- Take timely, proportionate action in response to absence, including first-day contact, home visits, meetings, letters and multi-agency referrals.
- Work directly with pupils and families to identify and remove barriers to attendance, co-producing practical support and reintegration plans.
- Prepare referrals and evidence for Education Welfare/Local Authority processes where statutory action is required.
- Provide accurate attendance reports and analysis to the Senior Leadership Team to inform school improvement planning and Ofsted evidence.

Family & Community Engagement

- Build positive, trusting relationships with parents/carers through regular communication, outreach and home visits.
- Act as a key link between home, school and external agencies to strengthen partnerships that support pupil wellbeing and attendance.
- Facilitate Team Around the Child/Family meetings, contributing clear records, action plans and impact reviews.
- Work creatively and persistently with families who may be resistant to engagement, using flexible, strengths-based approaches.
- Ensure pupil and parent voice is actively gathered, documented and reflected in planning and provision.

Behaviour & Pastoral Support

- Support the implementation of the school's behaviour and inclusion systems, promoting positive conduct and readiness to learn.
- Provide targeted intervention and mentoring for pupils at risk of exclusion or disengagement.
- Lead and coordinate reintegration plans for pupils returning from absence, alternative provision or Annex R placements, reviewing progress at least fortnightly.
- Contribute to consistent behaviour practice across the school through modelling, coaching and collaboration with staff.

Safeguarding

- Contribute to day-to-day safeguarding and child protection practice, working in line with statutory guidance and school procedures.
- Attend safeguarding and multi-agency meetings, write reports, and maintain accurate, confidential records.
- Share concerns promptly and work closely with the Designated Safeguarding Lead and external professionals to ensure pupil safety and welfare.

Training & Capacity Building

- Deliver evidence-informed training and workshops for parents/carers to strengthen relationships, resilience and emotional development (e.g. THRIVE-based approaches).
- Provide training, guidance and modelling for staff on attendance, behaviour support, relational practice and trauma-informed strategies.
- Support the development of consistent whole-school practice that promotes belonging, regulation and positive engagement.

Documentation, Planning & Administration

- Maintain accurate records of all interventions, visits, meetings and outcomes.
- Update and contribute to key pupil documents including Risk Assessments, Behaviour Support Plans, Reintegration Plans and Pastoral Support Plans.
- Ensure documentation reflects current needs, agreed strategies and measurable impact.
- Support relevant administrative and reporting processes to ensure statutory compliance and inspection readiness.

Leadership & Ofsted Alignment

- Support senior leaders in evidencing strong outcomes for Behaviour & Attitudes and Leadership & Management through robust attendance systems, clear records and demonstrable impact.
- Contribute to policy development, evaluation and continuous improvement of attendance, behaviour and family engagement practice.
- Provide case studies, data and impact summaries to support self-evaluation and inspection processes.

Working Context

- Work flexibly across school, home and community settings to meet the needs of pupils and families.
- Undertake any other duties commensurate with the grade of the post that contribute to pupil wellbeing, safety and inclusion.

Additional Duties & Flexibility

The successful candidate may, where required, undertake duties as an Education Support Worker alongside the responsibilities outlined above. This may include both timetabled and short-term cover to support continuity of provision for pupils.

As with all roles within On Track Education, the duties described are not exhaustive. The postholder may be required to carry out other reasonable duties, as directed by the Head Teacher, that are appropriate to the grade, skills, and purpose of the role.

On Track West Yarner operates as a responsive provision, and the needs of pupils and families may change over time. The role will therefore evolve to reflect these needs and requires a flexible approach to working patterns. On occasion, this may include varied or additional hours to ensure the best possible outcomes for pupils.

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.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from the managers to undertake work of a similar level that is not specified in this job description.

Your normal hours of work may be varied to meet the needs of the service with which you are based. You may be required to work hours in addition to your contracted hours.

On Track Education Services is committed to safeguarding the welfare of children and young people in their care and expects all staff, contractors and volunteers to share this commitment. We follow safer recruitment practice and appointments are subject to satisfactory enhanced DBS certification and reference.

PERSON SPECIFICATION

EDUCATION	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> GCSE English and Maths (or equivalent); Relevant training/qualification in education, youth work, family support or pastoral care Commitment to ongoing CPD 	<ul style="list-style-type: none"> THRIVE practitioner training Safeguarding/Child Protection Level 2+ Team Around the Child/CAF training First Aid or Mental Health First Aid
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> Experience working with children/young people with SEMH or behavioural needs; Supporting families to improve attendance and engagement; Behaviour management and reintegration support; Working with external agencies; Maintaining accurate records and reports 	<ul style="list-style-type: none"> Tracking attendance or pupil data and implementing interventions; Experience in alternative provision or PRU settings; Delivering workshops or training to parents or staff; Contributing to risk assessments, behaviour support or pastoral plans
PERSONAL QUALITIES	<ul style="list-style-type: none"> Understanding of barriers to attendance and persistent absence; Knowledge of safeguarding and child protection procedures; Understanding of positive behaviour, relational and trauma-informed approaches; Knowledge of equality, diversity and inclusion; 	<ul style="list-style-type: none"> Awareness of statutory attendance responsibilities and school accountability Knowledge of THRIVE or similar frameworks; Awareness of Local Authority/Education Welfare processes
OTHER REQUIREMENTS	<ul style="list-style-type: none"> Ability to build positive, trusting relationships with pupils and families; Strong communication and report writing skills; Ability to plan, deliver and review interventions; Confidence delivering guidance or training to adults; Strong organisation and time management; Calm under pressure; Competent IT and record-keeping skills Empathetic, resilient and solution-focused; High expectations for attendance, behaviour and inclusion; Commitment to safeguarding and pupil welfare; Respectful and inclusive practice; flexible, Proactive and able to work independently and in a team; Professional integrity and confidentiality 	<ul style="list-style-type: none"> Ability to analyse data and identify trends; Coaching or mentoring skills; Experience evidencing impact through case studies or reports



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