

JOB DESCRIPTION

PhoenixPlace is committed to creating a diverse workforce. We'll consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership. This job description is subject to regular periodic review and may be changed, through consultation, in accordance with the development needs of PHOENIXPLACE and/or the post-holder.

Post:	Welfare Officer (inc Deputy Designated Safeguarding Lead & Attendance)
Salary:	Independent Salary Scale: Pay dependent upon qualifications and experience £32,238 - £36,745
Reporting to:	Director of Pastoral Care
Contract type/hours:	8.30am-4.00pm
Line Management of:	n/a

School Context: We are a specialist school that supports young girls with various needs eg SEN, mental health. Candidates understand that the role can be challenging on a day to day basis, dealing with complex emotional and behavioural needs of our students. It is essential that candidates applying for this role have some experience of applying de-escalation strategies and where needed positive handling/restraint techniques. However, the school will provide ongoing training.

Safeguarding: PhoenixPlace is committed to safeguarding and protecting the children and young people that we work with. We have a strong safeguarding culture and expect applicants to continually develop their practice in this area. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. Professional references will be sought prior to commencement of this post.

Main purpose

- The Welfare Officer will promote the wellbeing, safety, and inclusion of all students at PhoenixPlace.
- They will support students' personal, social, and emotional development, ensure effective safeguarding practices, and improve attendance through proactive monitoring and intervention.
- The role involves working closely with pupils, families, staff, and external agencies to remove barriers to learning and ensure every student has the best possible chance to succeed.

(Welfare Officers will be required to deliver workshops, student interventions training)

Key responsibilities: Under the direction of the Director of Pastoral Care (Designated Safeguarding Lead-DSL)

Safeguarding

- Act as a deputy designated safeguarding lead (part of a larger team), assisting the DSL in all safeguarding matters.
- Respond to safeguarding concerns promptly, following school policy and statutory guidance (e.g., *Keeping Children Safe in Education*).
- Refer cases of suspected abuse and neglect to the local authority children's social care
- Support staff who make referrals to the local authority children's social care
- Refer cases to the Channel programme where there is a radicalisation concern
- Support staff who make referrals to the Channel programme

- Refer cases to the Disclosure and Barring Service where a person is dismissed or leaves due to risk or harm to a child
- Refer cases to the police where a crime may have been committed
- Maintain accurate, confidential safeguarding records and ensure timely referrals to external agencies.
- Contribute to safeguarding meetings, case conferences, and multi-agency working.
- Promote a culture of safeguarding across the school, ensuring students feel safe and supported.
- Act as a source of support, advice and expertise for all staff

Attendance

- Monitor daily attendance and punctuality of students.
- Work with existing Outreach team in arranging and attending home visits
- Identify and address patterns of absence through early intervention.
- Work with families to resolve barriers to attendance, conducting home visits where appropriate.
- Maintain accurate attendance records and provide regular reports to the leadership team and governing body.
- Implement attendance strategies in line with school policy and statutory requirements.

Student Welfare & Pastoral Care

- Provide a first point of contact for students requiring wellbeing or pastoral support.
- Build positive relationships with students, supporting their engagement in education and personal development.
- Offer targeted interventions to promote resilience, self-esteem, and positive behaviour.
- Liaise with staff to identify pupils in need of additional support and implement agreed strategies.

Partnership Working

- Build effective relationships with parents/carers, supporting them to engage positively with their child's education.
- Liaise with external agencies such as social care, health services, CAMHS, and the local authority.
- Contribute to whole-school initiatives that promote student wellbeing, safeguarding, and attendance.
- Liaise with staff on matters of safety, safeguarding and welfare (including online and digital safety), and when deciding whether to make a referral by liaising with relevant agencies so that children's needs are considered holistically
- Liaise with the senior mental health lead and, where available, the mental health support team, where safeguarding concerns are linked to mental health
- Assist the Director of Pastoral care and relevant strategic leads, in promoting educational outcomes by:
 - Knowing the welfare, safeguarding and child protection issues that children in need are experiencing, or have experienced
 - Identifying the impact that these issues might be having on children's attendance, engagement and achievement at school
- Plan and deliver training/workshops in relation to safeguarding and attendance topics when needed

Administration & Compliance

- Prompt coordination of safeguarding, attendance and welfare and updating of school calendar
- Ensure accurate record-keeping for welfare, safeguarding, and attendance.
- Provide reports and data analysis to the Senior Leadership Team, governors, and external agencies.
- Keep up to date with legislation and best practice relating to welfare, safeguarding, and attendance.
- Assist in staff training and awareness-raising around safeguarding and wellbeing.
- Coordinate student meetings eg Home-School, external agencies, Dual registered, Exclusion/Reintegration Meetings, Safeguarding meetings
- Ensure child protection files are kept up to date
- Keep information confidential and store it securely
- Ensure files are only accessed by those who need to see them, and that where a file or content within it is shared, this happens in line with information sharing advice as set out in Keeping Children Safe in Education (KCSIE)
- Where children leave the school (including in year transfers):
 - Ensure their child protection file is securely transferred to the new school as soon as possible, separately from the main pupil file, with a receipt of confirmation, and within the specified time set out in KCSIE
 - Consider whether it would be appropriate to share any additional information with the new school before the child leaves, to help them put appropriate support in place

Training

- Undergo training (at least every 2 years) to gain the knowledge and skills required to carry out the role and meet the expectations set out in KCSIE, including those outlined in the 'Training, knowledge and skills' section of annex C
- Undertake Prevent awareness training
- Refresh knowledge and skills at regular intervals and at least annually

All TLSAs will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

During term time, the Safeguarding Team should always be available during school hours for staff in the school to discuss any safeguarding concerns. Ideally this will be in person, but can also be via phone or video call in exceptional circumstances. During certain times in the school holidays the safeguarding team works on a rotational basis.

The post holder may be required from time to time to undertake other duties within the school (as directed by the Headteacher) as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post. The priorities for each year will be reviewed against this job description annually through performance management meetings

Safeguarding

The postholder will be committed to the safeguarding and promotion of the welfare of children and young people raising any concerns following school protocol/procedures. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have.

Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person/s.

Confidentiality

You should work within the rules of the Data Protection Act 2018 and adhere to GDPR when handling personal information.

Private and personal information about all students and any person working for the school, in whatever capacity, should remain confidential and available only to those with a clear 'need to know'. You must not discuss school business, students or colleagues in public places or with others outside work.

The post holder must read and sign that they have read and understand the schools following documentation

- Confidentiality Policy
- Staff Code of Conduct
- Safeguarding Policy
- Keeping Children Safe in Education
- Management of Behaviour Policy

(changes to any of these policies including any updated addendums, will be communicated to staff as they arise. Staff must read confirm their understanding of these updates as directed by the Head)

Professional development

- Take part in the school's JPR/appraisal procedures

Person Specification

Welfare Officer (inc Deputy Designated Safeguarding Lead & Attendance)

Criteria
Qualifications and Training
<ul style="list-style-type: none"> GCSE (or equivalent) in English and maths Degree or higher level qualification or training (<i>desirable</i>) Teacher training or equivalent - (<i>essential</i>) Safeguarding training (Level 2 minimum - willingness to undertake advance training)
Experience
<ul style="list-style-type: none"> Experience teaching small groups of students with SEMH Experience working with children and young people in an educational, social care, or community setting Experience of managing safeguarding concerns and liaising with external agencies including: <ul style="list-style-type: none"> Building relationships with children and their parents, particularly the most vulnerable Working and communicating effectively with relevant agencies Implementing and encouraging good safeguarding practice throughout a large team of people Demonstrable evidence of developing and implementing strategies to help children and their families Experience of handling large amounts of sensitive data and upholding the principles of confidentiality Experience in attendance management and interventions
Skills & knowledge
<ul style="list-style-type: none"> Understanding of safeguarding legislation and <i>Keeping Children Safe in Education</i> Knowledge of school attendance legislation and procedures (<i>Desirable</i>) Ability to deal with sensitive issues confidentially and appropriately Awareness of local and national agencies that provide support for children and their families Strong record keeping skills and attention to detail, in order to produce reports, take minutes of meetings, and document safeguarding concerns Good IT skills, including previous use of eg CPOMs or similar Safeguarding reporting platforms and Management Information Systems (MIS) Strong communication, interpersonal, and relationship-building skills Ability to build effective working relationships with staff and other stakeholders
Personal qualities
<ul style="list-style-type: none"> Commitment to ensuring the safety and welfare of children Empathy, patience, and resilience High expectations for all students and belief in bringing out the best in all Commitment to upholding and promoting the ethos and values of the school Commitment to always act with integrity, honesty, loyalty and fairness to safeguard the assets, financial integrity and reputation of the school Ability to work under pressure and prioritise effectively Commitment to maintaining confidentiality at all times Commitment to equality Flexible, adaptable and self-motivated Able to develop effective relationships with staff, students, parents/carers and stakeholders A genuine concern for the happiness and welfare of both students and staff