**Knowledge**

* Knowledge of the social and emotional factors that affect a child’s capacity to learn.
* Knowledge of available support services and referral routes.
* Awareness of the legislation affecting school attendance requirements.

**Personal attributes/qualities**

* Empathy
* Resilience
* Persistence

**Able to:**

* Relate to young people and adults in an empathetic manner
* Develop a rapport with pupils and their families
* Deal with difficult situations and/or individuals in a calm, fair but effective manner
* Deal with sensitive issues in a confidential manner
* Influence others, managing discussions effectively to ensure desired actions are achieved.
* Support learning by giving constructive feedback and coaching
* Communicate effectively - face to face or by telephone, with children/parents/head teachers/social workers etc.
* Write reports and letters relevant to issues for school attendance.
* Prioritise workloads and work to deadlines
* Work as part of a team and use own initiative when required.
* Work flexibly and manage own time to best effect
* Report and account to line manager as appropriate
* Demonstrate awareness/commitment to upholding equal opportunity policies.
* Maintain an effective record keeping system
* Demonstrate computer literacy utilising Microsoft Office applications
* Undertake relevant training
* Be able to travel between appointments to support families.

**Experience:**

* Experience and understanding of children within their family context.
* Demonstrable experience of delivering individual or group based support
* Experience within the field of education, social services/welfare or the voluntary sector.

**Education:**

* Educational achievement sufficient to support clear reporting and presentation skills

**Special requirements:**

* Unequivocal references will be required.
* The responsibilities of the post require the post-holder to have significant unsupervised contact with pupils and their families. This post is subject to enhanced Disclosing and Barring Service check (DBS) previously (CRB).