

## **JOB DESCRIPTION**

**SECTION:** Inclusion, Learning & Achievement

**DEPARTMENT:** Children's Services

**GRADE:** SOI

**POST DESIGNATION (TITLE):** Engagement & Tracking Officer

### **Purpose of Job:**

To be responsible to Team Leader for:

1. providing a high quality, effective and responsive service where interventions are delivered, ensuring a warm, welcoming and coordinated service.
2. the identification, tracking, updating and sharing of data related to children and young people at risk of disengagement and those at risk of not achieving positive outcomes.
3. working with young people who are NEET or at risk of being NEET in collaboration with their parents/carers, learning providers and other support services to support them into continued learning and/or employment-based pathways.

### **Main Duties:**

1. To provide a high quality, welcoming and professional reception service at locations where interventions are being delivered.
2. To identify track and engage Young People who have a destination of NEET and Not Known and establish their actual and intended destinations and where required support them to access support and introduce them to new opportunities and positive experiences to achieve their potential.
3. To ensure timely and accurate data is maintained on IYSS and other Children's Services databases about the actual and intended destinations of children and young people identified as NEET and "Not Known".
4. To take a proactive approach to destination tracking of Young People including the monitoring of Risk of NEET indicators.
5. To regularly produce data for Teams to enable them to act swiftly where children, young people and families require additional help and support to prevent escalation to statutory service.
6. To carry out checks with a range of other services and teams to ensure locally held data is recorded centrally.
7. To follow established pathways with providers and work alongside other teams to maximise participation and reduce the number of young people with a destination of "NEET" or "Not Known".
8. To carry out home visits, "community calling" and contact young people (and where appropriate their parents/carers) via telephone, email, text and letters to gather information on whether young people are engaged in education, employment and training.

9. To promote the welfare of children, young people and vulnerable adults in accordance with safeguarding, legal, regulatory and Children's Services practice standards.
10. To ensure families and young people are signposted towards sources of advice, information and support in order to help them access education, employment and training.
11. To produce regular and bespoke reports to meet the needs of staff across the Council, partners and stakeholders with explanation and context as required.
12. To deliver structured and targeted evidence-based interventions with children and young people in a range of settings, including community and youth settings, streets and estates, schools, colleges and within the family home.
13. To work flexibly, operating in a variety of settings and at times that meet the needs of children, young people, families and the service; this will include evening and weekend work.
14. To contribute to the development of a positive culture that promotes mutual respect and good professional behaviour.
15. To adhere to Children's Services practice standards when engaging with children, young people, families, colleagues and partnership agencies.
16. To take responsibility for maintaining excellent professional knowledge and skills by undertaking appropriate continuing professional development.
17. To undertake any other work appropriate to the level and general nature of the post's duties.
18. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.

**Designation of the Post to which the Post-Holder normally reports to:** CEAIG Team Leader