

Directorate	ACT Education Directorate
Division	Service Design and Delivery
Branch	Complex Behaviour Support and WHS
Position Title	Student & Family Engagement Officer – Social Worker
Temporary/ Permanent	Permanent
Position Number	P37334
Classification	HP3
Immediate Supervisor	Director School Attendance Team

Directorate Overview

The Education Directorate is a leading learning organisation where people know they matter, delivering high quality early childhood education and public-school education in an accessible and inclusive environment.

Business Unit Overview

The Complex Behaviour Support and WHS Branch works with schools to improve student safety, engagement and learning outcomes by strengthening school capacity in using evidence based universal strategies for all students and selected and targeted supports for individual students demonstrating complex and challenging behaviours.

The Targeted School Support Team provides strategic advice and consultative support to schools to enhance the safety, engagement and wellbeing of students. The Targeted Support Team focuses on supporting and connecting schools to various Education Support Office (ESO) supports in a manner that is responsive to the needs of schools and works towards enhancing the learning, wellbeing, and engagement of students.

The Team

The School Attendance Team is part of the broader Targeted Support Team in the Complex Behaviour Support and Work Health and Safety Branch. The School Attendance Team is an operational service delivery team that:

- Supports children and young people of compulsory school age (aged 6 to 17 years) enrolled in ACT public schools who have disengaged from education. The team can become involved with families once the school has followed all school-based attendance procedures and exhausted all other options of support for the student and family. The team will work collaboratively with parents/caregivers, students, schools, and external agencies to mitigate barriers to attendance to improve the student's attendance and reengagement with education.
- is responsible for working with parents/carers of children and young people who are living in the ACT and are not enrolled in any educational program, to understand their obligations under the ACT Education Act (2004) to enrol with an educational entity or register for home education.

- Works with ACT public schools to understand and apply the ACT Public School Student Attendance and Roll Marking Procedures.
- Undertakes the formal non-compliance procedures of sending Information Notices and Compliance Notices in relation to non-attendance and non-enrolment as required in the Education Act 2004.

The Position

The successful applicant will work closely with schools and parents/carers to assess what are the barriers to attendance, and work to address these to support the reengagement of children and young people in appropriate educational and/or training pathways. The position will work directly with students and families which may involve outreach work in settings such as the home, schools and community venues.

The ideal candidate is highly likely to have a strong understanding of, and experience in, confidently working with children, young people and families who have complex concerns, such as developmental trauma. The ideal candidate will be professionally resilient and be able to build relationships with parents/carers who may be disengaged from services, supports, and the school system. The successful applicant has a well-developed understanding of the scope of service delivery and support options available in the ACT. They will be familiar with education settings, have the skills and capacity to impact positively on student outcomes through developing a strong understanding of the student and family needs, supporting relevant community agency referrals, strengthening communication, building capacity in schools and championing Directorate commitments to continuous improvement.

Duties and responsibilities

In accordance with Directorate Policies:

- Undertake assessments to ascertain the needs of the student and family that are impacting school and/or educational engagement and identify and work to minimise barriers to attendance.
- Support families to navigate the education system including supporting enrolment, registration for home education, transitions, and exemptions.
- Collaborate and liaise with schools to support the re-engagement of students back into their educational pathway/s. This may include supporting schools with their case management, encouraging school care teams, collaborating with schools to develop return to school plans, supporting students to access other pathways such as employment or transition to work program.
- In line with case management principles, assess, review, adapt and evaluate the progress of school attendance team supports and interventions with students and their caregivers.
- Liaise with other sections and branches within Education such as Flexible Education, Enrolments Team, to support enrolment and attendance planning for students.
- Establish and maintain effective partnerships with government (e.g., Children, Youth and Families), community and non-government agencies to improve student engagement with learning and attendance.
- Link families, and support schools to link families, to appropriate community resources and services. Support warm referrals to agencies and programs.
- Manage own caseload and triage competing priorities to ensure timely responses to support schools and families.

- Maintain strong record keeping through keeping excellent case notes, providing regular case updates and contributing to information and compliance notice briefs.
- Support the Executive Branch Manager Complex Behaviour Support and Work Health and Safety, the Senior Director Targeted Support, and the SAT Director with strategic direction of the Branch and collaborate in the quality improvement of the School Attendance Team on policy and procedure development.
- Consistently model and demonstrate the principles of the ACTPS Code of Conduct (inc. Values and Signature Behaviours), the ACTPS Respect, Equity and Diversity (RED) Framework 2010, and lead safe work practices that are in accordance with the Directorate's Cultural Integrity Continuum and the ACTPS Work Health and Safety Management System Framework.
- Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation.

Selection Criteria

1. Demonstrated ability to provide a range of culturally appropriate and trauma informed interventions to improve the social and emotional wellbeing for students and their families.
2. Demonstrated ability to establish positive and productive relationships with students and families who are experiencing difficulties engaging with school due to complex and challenging needs to promote and enhance wellbeing outcomes.
3. Demonstrated ability to develop and maintain positive working relationships with school staff and external key stakeholders to improve engagement with education for young people and their families.
4. Well-developed interpersonal communication skills including the ability to liaise, consult and negotiate with multiple agencies. Possess high-level written communication skills and experience in the preparation of reports, submissions and correspondence.
5. Demonstrated ability to work collaboratively within a multidisciplinary team, including participating in case consultations, care team meetings within the framework of directorate policies.
6. Understanding and commitment to ACT public service values, implementing the principles of equity and diversity, participative management and health and safety principles and practices in the workplace.

Mandatory

- Tertiary qualifications in social work
- Current professional practicing membership with the Australian Association of Social Workers, or eligibility for membership
- At least three years post qualification experience in a relevant field of case management working with children and families
- Current drivers' licence is essential
- Prior to commencing in this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 will be required. For further information on Working with Vulnerable People registration refer to: <https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/apply-for-or-renew-a-wwvp-registration>

Highly Desirable:

- Demonstrated knowledge and understanding of Trauma Informed Practice
- Access to personal vehicle is desirable.
- A sound knowledge and understanding of the social and economic issues affecting children, young people and their families within the ACT Government.