

The Education People

NEET Support Worker

June 2022

Service: School Improvement, Secondary, Special and PRUs and Skills & Employability

Grade: TEP7

Reporting to: NEET Team Leader

Purpose of Role:

- To reduce the number of young people who are NEET in the area that you work by being the main contact/lead for NEET support in your district(s).
- To provide targeted, individual and group support for young people who are NEET
- To support the tracking of young people aged 16-18 years old in the area you work to establish their education, employment or training status and record it on the Client Caseload Information System (CCIS). Ensuring that area targets are met.
- To work with other teams within the Skills and Employability Service to ensure young people who are at risk of becoming NEET have a seamless experience using the service.
- To support KCC's Integrated Services (ICS) strategies that make Kent a county that works for all children

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

1. Work with the Young People Participation Officer to ensure that the NEET County Action Plan is delivered in the area/district in which you work, and that all NEET young people are reviewed each month.
2. Work with your line manager to connect to other KCC services identified in the NEET County Action Plan and other partner agencies to help create local networks that can support young people who are NEET.
3. Manage a caseload of young people, effectively assessing their needs and developing clear action plans which are regularly reviewed to ensure appropriate support is delivered. To include young people who are Electively Home Educated, supervised by Youth Justice and SEND.
4. To work with the Young People Participation Officers to establish the education, training or employment status of young people, ensuring that tracking targets in your area are met. This will involve contacting young people by telephone, email, letter or text and accurately recording data on CCIS.
5. Adhere to The Education People and KCC's child protection and safeguarding policies and procedures.
6. Work with training providers in your area/district to ensure that the KentChoices website is up to date and includes all local opportunities. To refer young people to this provision as appropriate and collect destination data from them.
7. Attend the Skills and Employability Service's Area meetings. Where appropriate contribute to the service's wider contractual responsibilities and help ensure that young people and parents/carers needs are central to service development.
8. To record all activity with young people, parents/carers and other professionals on the CCIS database, ensuring that data protection guidelines are followed in all dealings.
9. Support with the collection of intelligence and data for contractual reporting and strategic planning.
10. To work with the Engagement Officers in your area to facilitate the seamless transfer of young people identified as being at risk of becoming NEET in school into the NEET Support Service.
11. Due to the nature of work undertaken by the NEET Support Service there is a requirement on employees of this service to work flexibly across the organisation to support teams and projects as required including working out of hours and weekends where necessary.

Annex B: Person Specification

	Minimum
QUALIFICATIONS	<ul style="list-style-type: none"> • Relevant qualification to a minimum of Level 4 in, for example, education, training, guidance, counselling, youth and community work, health or social service work or work in the voluntary sector • Qualified to Level 6 in a relevant qualification (Desirable but not essential)
EXPERIENCE	<ul style="list-style-type: none"> • Experience of delivering one to one and group work with young people aged 15-25. • Experience of delivering support for careers and apprenticeships • Experience of managing a caseload of young people to successfully meet outcomes. • Experience of working with young people from a diverse range of backgrounds or specialist knowledge of the needs of young people from particular groups. • Experience of using a database. • Experience of developing positive working relationships with schools.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to balance constantly changing priorities. • Ability to negotiate, advocate and achieve outcomes from a range of support services for young people including, for example, schools, voluntary/community agencies • Excellent interpersonal and organisational skills. • Ability to empathise with young people. • Ability to work using a multiagency approach (including working with educational establishments and support services). • Ability to deliver group work. • An eye for detail and an ability to challenge constructively. • Proactive approach and ability to use initiative. • Ability to work to deadlines and targets. • Driving license and access to a car is essential

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of post 16 training and education opportunities in Kent. • Knowledge of ICT. • Awareness of data protection and confidentiality issues. • A thorough grasp of the issues affecting young people particularly the impact of social and economic disadvantage on young people's motivation, confidence and progress through education, employment and training. • Knowledge and experience of safeguarding practice and policy and managing risk • Staff will be expected to have an awareness of and work within national legislation and corporate and directorate policies and procedures relating to health and safety.
BEHAVIOURS	<p>All leadership competencies apply, with behaviours shown below being of particular relevance:</p> <ul style="list-style-type: none"> • Truth and judgement <ul style="list-style-type: none"> • Stay grounded, speak honestly • Open to new ideas • Welcome challenge on how you do things • Conversation and compassion <ul style="list-style-type: none"> • Encourage free flowing conversation • Be sensitive to someone's needs...accepting differences • Politeness when dealing with others – check for mutual understanding • Empowerment and enterprise <ul style="list-style-type: none"> • Recognise initiative, be creative, share ideas • Have a 'can do' attitude, be positive • People and partnership <ul style="list-style-type: none"> • Keep communication open

Annex C: Company values and expectations:

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients, and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients, and partners.
- **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality, and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.