

Job Description

Job Title	Section 19 Education Support Worker
Directorate	Children and Young People's Services
Service Area	Education
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Hybrid
Location	Cunard Building / Citywide
Disclosure and barring service (DBS)	Enhanced (Child Workforce and Child Barred List)
Job Evaluation Ref No	A10280

Job Purpose

This role is central ensuring that the Section 19 Team meets its statutory duty to support children and young people across Liverpool who are accessing education under Section 19 of the Education Act 1996 due to medical needs, exclusion, or other exceptional circumstances.

As a Section 19 Support Worker, you will work directly with children, families, schools and partner services to ensure pupils engage with Section 19 education offer, providing tailored interventions and support to help pupils overcome barriers to



learning. The role will ensure the facilitation of smooth transitions back into school or onward placements following Section 19 support and act as a key link between schools, health services, SEND teams, and families to ensure coordinated support.

Directly Responsible For:

Not applicable

Directly Responsible To:

Section 19 Officer

Main Areas of Responsibility:

- Support the Section 19 Officers in undertaking and managing a full range of case work to ensure that statutory duties and obligations are fulfilled, and thereby ensure that excluded students and students with identified medical and other needs receive appropriate educational opportunities and that statutory requirement and standards are met
- Support pupils and their families to remove barriers to accessing educational provisions through liaison with individual students, parents, and schools; to ensure that students receive appropriate educational opportunities
- Develop and deliver support and intervention plans to be delivered on a 121 and group basis, focusing on removing barriers to accessing education. This will involve devising novel ways of engaging / reintegrating vulnerable students into the education system
- Work closely with commissioned service to support the identification of readiness to return to school, completing preparation for transition sessions with pupils and parents as required and offering ongoing support in the new setting as required

- Liaise with parents / carers when a pupil is ready to return to school to ensure they understand the reintegration process and how to access relevant processes including in year transfer requests
- Offer advice and support to schools with regard to effective reintegration support planning
- Provide reports and detailed information on individual pupils to inform readiness to return to school and referrals to the Fair Access Panel
- Participate in inter-agency working for the development of holistic support plans for school age students and their families within the community, including embracing Team Around the Family processes
- Ensure that, where additional needs of the pupils are identified, the appropriate referral / liaison with social care and welfare services occur to ensure that vulnerable students receive support services appropriate to their needs
- Access the appropriate level of safeguarding (and related health and safety) training in order to oversee safe working environments and ensure safeguarding protocols are observed and rigorously followed as required, including immediate communication with line managers when concerns arise
- Be aware and comply with the statutory requirements, service policies, equal opportunities and other regulations and procedures in order to ensure statutory and service requirements are met

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to be mainly community-based, working directly with pupils, families, schools and multi-agency. This will include the daily use of a vehicle and driving between locations

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 3 or equivalent qualification in related field of Education / Inclusion / Care, or equivalent relevant experience (A)
- Full UK driving licence and access to a vehicle for the purpose of work (I)

Desirable

- Further education / qualifications / training / experience relevant to working with vulnerable pupils and inclusion

Experience

Essential

- Significant recent and successful experience of supporting vulnerable pupils to access education including removing barriers to secure engagement, applying problem-solving and resilience, to adapt approaches to meet individual needs (A)
- Significant and successful experience of leading individual and / or group work sessions with pupils with a focus on positive education engagement and personal development (A)
- Experience of strong interpersonal skills and communication, with the ability to build positive relationships with pupils, families, schools and multi-agency



partners, working closely to support parents / carers to engage them in their child's education (I)

- Experience of leading on the development of reintegration for pupils, delivering individual tailored support plans and interventions that promote engagement, wellbeing, and readiness to return to school (A)
- Experience of advocating the views of children and young people in a clear and professional manner (I)

Desirable

- Background in supporting pupils with medical needs, exclusions, or attendance difficulties, including reintegration planning
- Knowledge of local services and pathways in Liverpool, including SEND support, health services, and alternative provision to be able to make referrals and signpost families / professionals

Skills/Abilities

Essential

- Ability to work alone and as part of team across, working collaboratively across agencies, acting as a key link between schools, health services, SEND teams, to support pupils and their families with complex presenting issues (A)
- Understanding of safeguarding responsibilities and experience of working within safeguarding frameworks (A)
- Organisational skills, including the ability to manage caseloads, monitor progress, maintain accurate records and contribute to regular reviews (A)

Desirable

- Ability to use data and evidence to inform practice and measure impact of interventions
- Training in behaviour management, restorative practice, or trauma-informed approaches
- Ability to problem solve and support pupils and their families to make positive decisions

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)
- Commitment to championing the best outcome possible for pupils and their families, ensuring access to suitable education (I)

Other

Essential

- To work flexibly to support the overall operation of the Service (I)
- This post is subject to a Disclosure and Barring Service (DBS) check at the Enhanced level