

Changing Lives, Building Futures, Striving for Success

LEARNER ENGAGEMENT AND OUTREACH OFFICER – Job Description and Person Specification

Post: Learner Engagement and Outreach Officer Location: Elysium Training, 10E Silk St, Leigh, WN7 1DE Hours: 40 hours per week (full time, permanent) Responsible To: Pastoral Manager

Elysium Training Context

Elysium Training provides alternative provision for young people with significant barriers to learning, all of whom have Education, Health and Care Plans (EHCPs). We specialise in supporting learners with SEND, primarily those with SEMH needs, offering KS4 intervention and a post-16 curriculum.

Our programmes combine construction-based vocational pathways with Preparing for Adulthood and employability skills, delivered through a trauma-informed, relational approach.

Many of our learners have experienced disrupted education, exclusion or anxiety within traditional settings. Elysium provides a structured, safe and purposeful environment where learners can rebuild confidence, develop practical competence and progress towards realistic, meaningful adult outcomes.

Our mission — *Changing Lives, Building Futures, Striving for Success* — is underpinned by our values:

Self-Worth | Unity | Creativity | Commitment | Empathy | Safety | Stability

These values shape our culture, relationships and daily practice.

Purpose of the Role

The Learner Engagement and Outreach Officer supports learners who experience barriers to engagement, attendance, behaviour or wellbeing.

Working as part of Elysium’s pastoral and safeguarding systems, the role focuses on engagement, early intervention and re-engagement with education, particularly where learners experience difficulty maintaining participation in their programme.

The postholder works closely with the Pastoral Manager, Pastoral Lead, DSL, SENDCo, tutors and Learning Support Assistants to identify barriers affecting learners and implement strategies that support consistent engagement, attendance and positive participation in learning.

The role provides targeted engagement and outreach support and does not carry teaching or curriculum leadership responsibilities.

Key Responsibilities

1. Learner Engagement

- Support learners who are experiencing difficulty engaging with education or who are at risk of disengagement.
- Provide targeted pastoral support that builds confidence, resilience and motivation.
- Work with tutors and the pastoral team to identify barriers affecting attendance, behaviour or learning.
- Support learners during transition, reintegration or periods of disrupted engagement.
- Encourage positive routines, participation and learner ownership of progress.
- Contribute to learner support plans and engagement strategies.
- Support learners to access curriculum opportunities, including vocational learning and Preparing for Adulthood activities.

Where appropriate, learners may receive targeted support through Elysium's Nurture Pathway interventions.

2. Family and Professional Liaison

- Maintain supportive communication with parents and carers.
- Support communication between Elysium and home where barriers to engagement arise.
- Act as a link between Elysium, families and external professionals when required.
- Contribute to review meetings or multi-agency discussions where appropriate.
- Work collaboratively with tutors and pastoral staff to support learner engagement with Preparing for Adulthood activities and progression planning.

3. Safeguarding and Learner Welfare

- Remain vigilant to signs of safeguarding concerns, vulnerability or risk.
- Report safeguarding concerns promptly in line with safeguarding procedures.
- Support learners who may experience emotional distress, anxiety or SEMH-related challenges.
- Contribute to early help and preventative safeguarding approaches where appropriate.
- Maintain professional boundaries and safer working practice at all times.

4. Attendance Support

- Support the pastoral team in identifying attendance concerns and barriers early.
- Work with learners experiencing practical or emotional barriers affecting attendance.
- Encourage consistent participation in learning and programme activities.
- Support learners returning following absence or periods of disengagement.
- Contribute to attendance engagement strategies under the direction of the pastoral team.

5. Behaviour and Emotional Regulation

- Work alongside tutors and the pastoral team to implement behaviour and engagement strategies.
- Promote restorative conversations and reflective learning following incidents or conflict.
- Support learners to understand expectations and develop positive coping strategies.
- Help learners develop emotional regulation, resilience and confidence.
- Reinforce Elysium's relational and trauma-informed approach to behaviour.

6. Risk Management and Safe Working

- Follow risk assessment procedures for outreach or off-site activity.
- Work in line with Elysium’s Education Visits and Off-Site Procedures.
- Follow lone working arrangements where applicable.
- Maintain awareness of safeguarding and personal safety considerations when working off-site.
- Record and report incidents, risks or concerns appropriately.

7. Record Keeping and Information Sharing

- Record learner interactions, concerns and interventions accurately.
- Share information appropriately with colleagues and safeguarding leads where required.
- Maintain confidentiality and professional standards when handling sensitive information.
- Ensure records are maintained in line with organisational systems and procedures.

Team Working

- Work collaboratively with the Pastoral Manager, Pastoral Lead, Pastoral Support Worker, DSL, SENDCo, tutors and Learning Support Assistants.
- Contribute to a consistent, relational and supportive organisational culture.
- Participate in staff meetings, supervision, reflective practice, training and CPD.
- Support wider organisational activities and learner support initiatives where appropriate.
- Model Elysium’s values and professional expectations in all interactions.

Safeguarding and Professional Conduct

All staff at Elysium play a vital role in creating a safe, stable and supportive environment for every learner. The Learner Engagement and Outreach Officer must:

- Uphold Elysium Training’s safeguarding responsibilities in accordance with **Keeping Children Safe in Education (2025)** and local authority procedures.
- Recognise and report safeguarding concerns promptly to the DSL or Deputy DSL.
- Maintain professional boundaries, confidentiality and safer working practices at all times.
- Understand the increased safeguarding vulnerabilities of learners with SEND and SEMH needs.
- Participate in mandatory training which includes safeguarding, Prevent and ongoing CPD.

Safeguarding and Safer Recruitment Statement

Elysium Training is committed to safeguarding the welfare of children, young people, and adults at risk. We work in alignment with *Wigan Safeguarding Children Partnership (WSCP)* and *Wigan Safeguarding Adults Board (WSAB)* procedures, in accordance with **Keeping Children Safe in Education (2025)**, **Working Together to Safeguard Children (2023)** and the **Care Act 2014**.

The successful applicant will be subject to:

- an **Enhanced DBS check** with Barred List information;
- **identity and right-to-work verification**;
- **full employment history** checks and satisfactory references;
- **qualification verification**;
- **online and social media screening** in line with KCSIE (2025);
- completion of safeguarding induction and all mandatory training.

Elysium Training is an equal opportunities employer and welcomes applications from all suitably qualified individuals.

Person Specification

Learner Engagement and Outreach Officer

This Person Specification outlines the qualifications, experience, knowledge, skills and personal attributes required for this role at Elysium Training.

Criteria are identified as **Essential (must have)** or **Desirable (would strengthen an application)**.

Criteria	Essential	Desirable
Qualifications	Level 2 or above in English and maths	Relevant qualification in youth work, education support, pastoral care or social care
	Safeguarding training	Training related to SEND, SEMH or trauma-informed practice
Experience	Experience supporting young people with SEND, SEMH or barriers to learning.	Experience working in alternative provision, education or youth support settings
	Experience building positive relationships with learners who may present behavioural or emotional challenges	Experience working with families or external professionals to support learners
Knowledge and Skills	Understanding of safeguarding responsibilities and professional boundaries	Knowledge of SEND, EHCP processes or SEMH support approaches
	Ability to support behaviour using relational and restorative approaches	Understanding of Preparing for Adulthood pathways and learner progression
	Strong communication and relationship-building skills	
	Ability to maintain accurate records and follow organisational procedures	
Personal Qualities	Empathetic, patient and learner-centred	
	Calm, resilient and solution-focused	
	Reliable and consistent	
	Strong interpersonal skills	
	Committed to safeguarding and professional integrity	