



JOB ROLE:	EBNA SEND PRACTITIONER - Cheshire West
SALARY:	£26,089 per annum (Full Time)

If you are looking for an exciting new challenge with a thriving family friendly voluntary organisation then this might be the role for you!

Purposes of the role:

- To deliver specialist, relational and trauma informed support for children and families experiencing Emotionally Based School Non-attendance.
- The practitioner will work across home, school and community to reduce emotional barriers to attendance, rebuild safety and connection, and support schools to embed consistent, sustainable practice.
- The role contributes directly to agreed project outcomes, learning capture and reporting requirements.

This list is not exhaustive please refer to the Job Description and Person Specification

Closing date: Friday 25th September 2026
Interview dates: Thursday 8th October 2026

If you have not heard from us by Wednesday 30th September your application has not been successful

MISSION AND VALUES

Tailoring Support - All families are different

Koala North West exists to provide children, aged 0-11 years, and their families with tailored practical and emotional support that improves well-being, reduces isolation and supports both children and caregivers to thrive. We value:

- Tailoring Support - All families are different. Every family receives support designed to be most beneficial to them.
- Nurturing Positive Wellbeing - We are committed to improving the emotional, mental and physical well-being of children and their caregivers
- Ambition - We want our families to thrive; we believe in offering opportunities that help children and families realise their own ambitions and succeed.
- Reducing Isolation - In an increasingly digital age, we want to ensure that our families still feel part of a strong, welcoming community, who support one another and ensure they are all happy, resilient and thriving.

The objects for which Koala NW was established are:

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents/carers of children.
- To prevent cruelty or maltreatment of children.
- To relieve sickness, poverty and need amongst children and parents/carers of children principally but not exclusively within the area of Merseyside and Cheshire and its environs.





OUR HISTORY

Koala NW is a family support charity. Our staff team provide a variety of services and we use a volunteer delivery model to offer regular support, friendship and practical help to families under stress to prevent family crisis and breakdown. Koala NW operates principally but not exclusively within the area of Merseyside and Cheshire and was originally set up in 1999 by members of the local community as a response to the needs identified in a social audit carried out by Charing Cross Methodist Neighbourhood Centre.

OUR APPROACH

One of the real strengths of our organisation is the diverse range of services and support programmes we offer to meet the individual needs of children and their families. All our services aim to meet one or more of the following outcomes:

- Improved health and wellbeing (child and parent/carer)
- Improved parenting (confidence, positive behaviours)
- Improved School Readiness (parents engage with their children's early learning; and children are ready to separate, communicate, listen, socialise, learn, be active, and be independent).

To Koala NW every family is special and we respond to each family's needs through a variety of services provided in family homes, group settings and also via telephone and video calls. Koala NW has a proven, lasting, positive impact on the development of children and on the health and welfare of the family.

Our current services and further information can be found on our website:

<https://koalanw.co.uk/>





BENEFITS OF WORKING FOR KOALA NORTH WEST

As a community focussed employer who values the health and wellbeing of our employees, Koala North West encourages a positive work life balance and actively works to support our staff so that they may better support our families. We offer a range of benefits to fulfil this including

STAFF WELLBEING DAYS

EMPLOYEE ASSISTANCE PROGRAMME

services include:

- **Access to counselling**
- **Access to legal information and support**
- **Access to health services**

TRAVEL EXPENSES

STAFF DISCOUNT AT OUR CHARITY SHOP

MONTHLY SUPPORT AND SUPERVISION

REGULAR PEER SUPPORT

MENOPAUSE SUPPORT GROUP

CHRISTMAS HOLIDAY CLOSURE IN ADDITION TO ANNUAL LEAVE

PENSION SCHEME

DEATH IN SERVICE BENEFIT



HOW TO APPLY

Please complete the application form, demonstrating why you believe you are the perfect candidate for this role.

You should use the 'Relevant Skills, Knowledge and Experience (including parenting experience)' area of the form to help us to understand the knowledge, skills, experience and achievements you would bring to the role.

As an organisation we believe in equality, diversity, inclusion and personal development. If you don't meet all the criteria but you still believe you would be great in this role, tell us why and what you would need to succeed.

When complete, applications should be emailed to recruitment @koalanw.co.uk no later than Friday 25th September 2026

We look forward to reading your application, good luck!

Job Description: EBNA SEND Practitioner

Koala North West is committed to Equal Opportunities Koala North West exists to provide children and their families with tailored practical and emotional support that improves wellbeing, reduces isolation and supports both children and care-givers to thrive.

Job Title: EBNA SEND Practitioner

Employer: Koala NW, Woodchurch Lane, Birkenhead, Wirral, CH42 9PH

Responsible to: SEND & Sleep Service Manager

Purposes of the job

- To deliver specialist, relational and trauma informed support for children and families experiencing Emotionally Based School Non-attendance.
- The practitioner will work across home, school and community to reduce emotional barriers to attendance, rebuild safety and connection, and support schools to embed consistent, sustainable practice.
- The role contributes directly to agreed project outcomes, learning capture and reporting requirements.

Main duties

1. Direct Work with Children and Families

- Deliver child focused one to one mentoring and emotional coaching to build emotional safety, confidence and readiness for learning.
- Provide structured parent support focused on emotional regulation, anxiety containment and family routines, including sleep where relevant.
- Undertake home based and school based sessions, working flexibly to meet family and school needs.
- Co-produce personalised Support and Attendance Plans using small achievable steps, graded return to school and reasonable adjustments.

2. Partnership Work with Schools

- Work in close partnership with identified schools to align support with existing attendance, pastoral and special educational needs systems.
- Participate in regular consultation with school leads and identified Key Adults. A Key Adult is a named trusted member of school staff who maintains consistent contact with the child and family.
- Support schools to review progress, adapt plans and maintain consistency in their response.
- Model good practice through casework, including structured cycles of assessment, planning, action and review.
- Help schools maintain positive connection with children during periods of non-attendance.

3. Assessment, Review and Planning

- Receive referrals and undertake initial consultations with schools and families to understand emotional, relational and practical barriers to attendance.
- Gather child, parent and school views to inform planning and early adjustments.
- Complete structured review meetings at agreed intervals to monitor progress and prevent drift.
- Prepare clear closure summaries, step-down plans and follow-up arrangements to support sustained outcomes.

4. Parent and Community Support

- Contribute to peer support and community meet-ups designed to reduce isolation and build parent confidence.
- Encourage participation in supportive community activity where appropriate.
- Record engagement and learning from group activity in line with project requirements.

5. Safeguarding Responsibilities

- Maintain a high level of safeguarding awareness throughout all work with children and families.
- Share any safeguarding concerns immediately with the school's Designated Safeguarding Lead, following statutory guidance.
- Follow Koala North West safeguarding procedures, including completion of written records of concern and clear documentation of actions taken.
- Seek advice and oversight from the Koala North West safeguarding lead when required.

6. Recording, Learning and Reporting

- Maintain accurate, timely and professional records in line with agreed systems and templates.
- Capture learning from casework, including what helped, what created barriers and what supported re-engagement.
- Contribute to quarterly monitoring information and end of project reporting through case studies and outcome evidence.

7. Organisational Responsibilities

- Uphold the values, aims and policies of Koala North West at all times.
- Participate fully in supervision, team meetings and reflective practice sessions.
- Engage in relevant continuing professional development to strengthen emotionally based support practice.
- Promote a calm, relational and non-judgemental approach when representing Koala North West.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

The Koala NW SEND Co-ordinator is expected to work within the ethos of Koala NW and have high standards of practice. The need to respect confidentiality is paramount, as is a mature and flexible approach to the work. S/he will be required to take part in volunteer and family events.

ESSENTIAL CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC
1	Understanding of and commitment to the aims and principles of Koala NW and its equal opportunities policies
2	Good standard of education
3	Awareness of special educational needs and the role of reasonable adjustments in education settings.
4	Experience of, or ability to, carry out initial assessments of families' needs so that you can identify and plan the support needed to address issues and prevent any problems from escalating
5	Experience of assessing needs, planning support and reviewing progress over time.
6	Knowledge of current legislation relating to children and families, including Child Protection and a commitment to Safeguarding the welfare of children and vulnerable adults
7	Experience of, or good understanding, of difficulties that parents of children with neurodiversity face.
8	Effective oral and writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence
9	A comprehensive knowledge of local services and networks available to support families
10	Ability to use IT in the preparation of reports and monitoring and evaluation
11	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
12	Ability and willingness to work as part of a team, and have a flexible approach as and where required by client need. Flexibility to work out of hours as required.
13	Ability to build good working relationships with partner agencies
14	Hold a full clean driving license and have the use of a car for work
15	Understanding of emotionally based school non-attendance and the impact of anxiety on school attendance and engagement.
16	Knowledge of trauma informed and relational approaches when working with children and families.
17	Experience of working directly with children and families experiencing emotional, behavioural or attendance related difficulties.
18	Experience of working collaboratively with schools or partner agencies.
19	Ability to build trusting, respectful relationships with children, parents and professionals and ability to think systemically, considering the child, family and school context together.

DESIRABLE CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC
20	Experience of working in the voluntary sector, or as a volunteer
21	Experience of managing others – volunteers or paid staff
22	Knowledge and understanding of the impact poverty have on families and children's life chances
23	Training in sleep support, emotional regulation or related areas of special educational needs.
24	Experience of facilitating parent groups or peer support.
25	Experience in delivering training to parents and professionals