



Student Attendance and Support Officer

Kent Street Senior High School

Position number	00047704
Agreement	Department of Education (School Support Officers) CSA Agreement 2024 or as replaced
Classification	Level 3
Reports to	Manager Corporate Services (Level 6)
Direct reports	Nil

Context

Information about Kent Street Senior High School is available on [Schools Online](#).

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Assist school communities with processes that aim to improve student attendance, participation, and engagement, in educational programs.
- Support the learning environment by monitoring student attendance and undertaking duties such as:
 - producing absence reports for the school administration team;
 - amend absence records due to late notifications or other verified reasons;
 - collect and monitor absenteeism data to identify patterns, trends, and long-term absence;
 - assist teachers and the school administration team with the development and implementation of individual student attendance improvement plans;
 - participate in case conferences and other intervention processes to improve student attendance, participation and retention;
 - maintain student specific case notes and relevant attendance information in compliance with the Department record-keeping policies and procedures.
- Liaise with parents and carers to verify student absences.
- Provide advice to students, staff and parents/carers in the context of school attendance processes.
- Develop links between families/carers and the School to assist in building productive relationships, encouraging attendance at school.

- Assist teachers and the school administration team to identify and address obstacles to school attendance and support the development and implementation of strategies to remove or prevent obstacles affecting attendance.
- Collaborate with school staff, Department staff, parents/carers, and the wider community to identify student absenteeism and address issues which impact on student attendance.
- Assist teachers and the school administrative team to explore alternative educational, vocational or employment options as appropriate.
- Assist school staff with the development and implementation of community activities and projects aimed at improving student attendance.
- Record, collate and prepare information used to develop and monitor strategies and alternative programs.
- Maintain confidentiality, understanding and reliability in dealing with all persons related to student attendance.

Selection criteria

1. Demonstrated sound knowledge of current trends and issues related to attendance and education within a local community.
2. Demonstrated ability to build positive relationships and work effectively with individuals or small groups of students experiencing attendance related difficulties.
3. Demonstrated sound research and problem-solving skills, including the ability to identify appropriate solutions to problems, such as those affecting student attendance.
4. Demonstrated sound interpersonal and communication skills, including the ability to establish and maintain effective working relationships, particularly in a team environment.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 5 November 2025
Reference D25/1160575