



Location: The Carlton Academy

Salary: Redhill Academy Trust Pay Scale, Band 7, Scale Points 32 - 36

Hours of work: 37 hours per week, term time only

Responsible to: Senior House Support Officer/Assistant Head (Pastoral)

Post objective: To contribute to the provision of outstanding pastoral care for all students

Main Duties and Responsibilities:

Key Purpose of Role

The purpose of the House Support Officer is to contribute to the team of House Support Assistants, and work alongside the Senior House Officer, staff, parents and students. The underpinning value of the work is to ensure that every student achieves their potential through the provision of targeted support and intervention, working with the school's pastoral leaders. In consultation with the Senior House Support Officer and the Heads of House, the House Support Officer will contribute to all aspects of students' well-being and achievement.

The role will involve a mixture of dealing with parents, with students' behavioural and attendance issues, intervening with difficulties around the school in terms of pastoral support and supporting the work of the inclusion team.

House Support

- Supporting the Heads of House in monitoring attendance and punctuality of students
- Investigating specific behaviour incidents, taking statements from students where appropriate, and preparing accurate and appropriate documentation to report findings to Heads of House
- Contributing to the organisation of arrangements for events, including but not exclusive to:
 - Immunisations
 - Data Collection

- Lost Property
- Rewards Store Items
- School Photographs
- Confiscated Items
- Maintaining accurate information on student records
- Attending meetings regarding student support as required, taking minutes if necessary and circulating as appropriate
- Assisting the Heads of House in the preparation of reports/interim reports for external agencies and parents
- Assisting the Heads of House in behaviour monitoring
- Analysing data from SIMS and Class Charts to identify barriers to a student's learning and to inform the delivery of timely intervention
- Assisting and helping students with their enquiries or problems, including the administration of first aid and (training provided if required)
- Organising work for students who cannot attend school due to sickness
- Organising work for students who are excluded from the academy
- Always Ensuring confidentiality in respect of school related matters and to prevent disclosure of confidential or sensitive information.

General Welfare of Students

Duties below show some of the areas managed by Heads of House. These may also be undertaken as part of the daily routine of the House Support Officer:

- Liaising with Careers Advisor and School Attendance Officer
- Attending relevant meetings to assist with Student Welfare e.g. review meetings.
- Assisting in leading the vision for the development of students
- Assisting in the enforcement of sanctions and discipline for students, in accordance with school policy.
- Assisting in the daily organisation of logistical matters: parents' evenings, meetings with parents and other agencies.
- First aid trained, or willing to undertake training
- Creation and updating of student healthcare plans where necessary
- Administering medication to students where required

Specific Roles for the House Support Officer

The purpose of the House Support Officer is to be part of a flexible and supportive team of staff who can assist Heads of House in the effective daily management of the students, as well as providing individual and group intervention as necessary. The nature of the role is such that flexibility and self-motivation are crucial to success:

- Managing issues that arise when Heads of House are teaching
- Liaising daily with Heads of House regarding students in their House

- Managing behaviour issues that arise throughout the day
- Contacting parents as necessary
- Working on school attendance as necessary e.g. first day contact for targeted cohorts of students
- Working with groups of students or individual students to improve their progress and positive attitudes towards school through mentoring and other planned, targeted interventions
- Being the frontline response to parental enquiries throughout the day
- Being the frontline support for potential safeguarding issues that arise (training to be provided if required) and liaising with the DSLs in school

Emotional Support for Students

- Working with identified students or groups of students
- Communicating with parents and staff regarding the time, duration and completion of sessions
- Liaising with staff about the strategies given to students to support them
- Being available to, and working with, students at breaks and lunchtimes — and in an ad-hoc way when students are referred by senior staff
- Responding to requests for information sharing from outside agencies
- Maintaining up to date records including information shared by outside agencies / through multi-agency meetings
- Liaising with the Senior House Support Officer in relation to referrals to the School Nurse and other healthcare agencies including the School Counsellor
- Contributing to referrals made to external sources of support e.g. CAMHS,

General

- Managing the supervision of students outside the classroom, including lunch and break duty and supporting the on-call system
- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Being aware of and supporting difference and ensuring equal opportunities for all
- Contributing to the overall ethos/work/aims of the school
- Appreciating and supporting the role of other professionals
- Arranging and hosting relevant meetings as appropriate
- Participating in training and other learning activities including performance development.

Review Arrangements

Progress on all aspects of this role will be reviewed on a regular basis with targets identified and agreed within the performance management process.

Undertaking any other duties which might be reasonably be regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description at a review point.

This role involves working in regulated activity with children and an Enhanced DBS Clearance is required for this position.