



DEVONPORT HIGH SCHOOL FOR GIRLS

JOB DESCRIPTION

Student Support Officer



Job title:	Student Support Officer
Scale:	Band C (£23,500–24,292 pro rata), 37 hours per week, 39 weeks per year 8.30am–4.30pm with 30 minutes unpaid lunch break
Responsible to:	Assistant Head Teacher (Designated Safeguarding Lead and Culture) Under the day-to-day direction of the Senior Head of House

A. Student support and information

Pastoral Support

- Support the Heads of House with pastoral, wellbeing and behavioural issues
- Apply and promote trauma-informed and relational approaches to all aspects of the role
- Undertake on-call pastoral support for students when Heads of House are teaching
- Liaise with school staff to support specific students or student groups
- Have an awareness of Special Educational Needs provision to best support students
- Support Heads of House if incidents occur e.g. take student statements, contact parents/carers and follow-up actions taken
- Attend 'Team around the child (TAC)' meetings as appropriate
- Support with all Early Help, Child Protection and Pastoral Support Plans, when required
- Establish and maintain productive working relationships with students, acting as a role model and mentor, along with staff, parents/carers and wider professionals
- Provide direct support to the broader Safeguarding Team.
- To liaise with the Heads of House in managing actions concerning DNA Safeguarding alerts as directed by the Designated Safeguarding Lead (DSL/DDSL)

Attendance

- Contribute to early identification and prevention of patterns of student absence
- Assist with following-up students who are late to school
- Help to identify reasons for student lateness and/or absence with students and their parents/carers, and set up and attend meetings for early intervention
- Carry out home visits, where appropriate, to support excellent attendance from students

Behaviour for learning

- Promote the school's ethos and culture and be conversant and consistent with the behaviour for learning policy, promoting high expectations
- Maintain records and notify parents/carers to celebrate student successes and breaches of school expectations, where necessary
- Help to co-ordinate, distribute, monitor and implement the academic and behaviour monitoring of students, including liaising with Form Tutors and Heads of House via the staged reporting system and supporting any interventions that may be required

Community Cohesion

- Work collaboratively in a pastoral team committed to maintaining and further developing a cohesive and inclusive school, where relationships are at the heart of the culture and all students are known and supported

- Assist Heads of House when they organise and promote activities such as Year 6 Induction afternoon, special events, trips, options evening and Open Day events
- Support entry to, and exit from, assemblies

B. Parent/Carer support and information

- Provide the first point of contact for parents/carers in relation to pastoral issues and liaising directly with the relevant Head of House
- Promote high quality home–school communication and relationships
- Under the direction of Heads of House, act as a source of signposting for support to parent/carers of students with early signs of social, emotional, health or behavioural issues and work with them, school staff and other support agencies to maintain and improve the student’s ability to engage with school and learning

C. General Duties

Safeguarding is everyone’s responsibility

- Safeguard students and make referrals to the Designated Safeguarding Lead (or Deputy) following school policies and procedures relating to inclusion, child protection, behaviour, health, safety and security, equal opportunities and SEN, confidentiality and data protection, reporting all concerns to an appropriate person
- Maintain a staff presence in the Heads of House Office for student access during Teaching Staff Briefing
- Contribute to the overall culture, ethos and aims of the school
- Establish positive relationships and to support achievement and progress for students
- Participate in training and other learning activities
- Help supervise and support students during off-site visits, trips and activities as required
- Undertake any other compatible and reasonable tasks as required