

## Job Description

<b>Title of post</b>	<i>Student Support Officer (SSO)</i>
<b>Salary</b>	<i>Grade G, SCP 13-18 - £26,873 - £29,269 FTE</i>
<b>Hours of work</b>	<i>37 hours per week Term Time Only plus 2 weeks (5 days directed by SLT link and 5 training days)</i>
<b>Line manager and responsible for reviews</b>	<i>Head of Year and Senior Leadership Team</i>

### Purpose of the Post

To provide support and guidance to students in their year groups and those engaged with them, by removing barriers to learning in order to promote effective participation, enhance individual learning, raise aspirations and achieve their full potential.

Harrogate High School is fully committed to safeguarding children and promoting their welfare and expects all staff to share in this commitment. All posts are subject to an Enhanced DBS with Barred List check.

Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. This job description is not a definitive list of responsibilities but identifies the key components of the role. The post holder will, therefore, be required to undertake other reasonable duties commensurate with the purpose and salary level of this post.

Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform, and these will be taken into account when the post is reviewed.

Harrogate High School is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the School's Services.

Harrogate High School is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### Main Duties/Responsibilities

#### Effective communication and engagement with children, young people and their families and carers:

- Establish and develop effective one-to-one mentoring and other supportive relationships with students.
- Develop and maintain appropriate contact with families and carers of students who have identified needs. This includes home visits for hard to reach students/families.
- Listen to and help students resolve a range of issues that are creating barriers to learning and attendance.
- Know that communication is a two way process.

#### Child and young person development:

- Liaise with SLT and Head of Year in all matters pertaining to the performance of students, including the attendance of students within your year groups.

- Analyse data from ClassCharts and SIMS, including tracking and monitoring behaviour data, compile reports for senior and middle leaders and apply this in improving standards through a planned system of intervention strategies.
- Personalise individual student learning and monitor effectiveness.
- Contribute to the identification of barriers to learning for individual students and provide them with a range of strategies for overcoming the barriers.
- Assist students who are underperforming, looking into why they are underperforming and what can be done to help their situation.
- Advise, guide and support students with general learning, welfare, attendance and behavioural issues.
- Draw up and implement agreed action plans with students who need particular support.
- Have knowledge and appreciation of the range of activities, courses, opportunities, organisations and individuals that could be drawn upon to provide extra support to students.
- Challenge and motivate students, promote and reinforce self esteem and confidence building.
- Respond effectively as First Response supporting the Pastoral Team
- Understand and take account of the effects of different parenting approaches, backgrounds and routines.
- Know how to obtain support, signpost to relevant agencies and report concerns.
- Track all student data relevant to student progress, including progress room information and intervene via personalised learning packages and early intervention strategies e.g. Student Passport, Reports, Early Help Referrals, positive engagement strategies

#### **Safeguarding and promoting the welfare of the child:**

- Be responsible for promoting and safeguarding the welfare of students that you are responsible for and come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, security and confidentiality, reporting all concerns to an appropriate person.
- Assist in the development and implementation of appropriate behaviour management strategies.
- Contribute to the First Response and Reflection Room duties.
- Know the boundaries of personal competence and responsibility, know when to involve others, and know where to get advice and support.

#### **Supporting Transitions:**

- Assist students to make successful transitions between educational establishments and transitions at key stages in their learning.
- Know the likely impact of key transitions, such as divorce, bereavement, family break up, puberty, unemployment and leaving home or care.
- Understand your own role, its limits and the importance of providing care or support.
- Know about organisational procedures and relevant legal frameworks, as well as appropriate referral routes within your own organisation and to other agencies.
- Look for opportunities that students could access in the local area to support their learning.

#### **Multi agency working:**

- Negotiate, establish and maintain effective working partnerships with other agencies and individuals in order to address needs and help remove barriers to learning.
- Contribute to multi-agency work and apply outcomes to meet student needs.
- To liaise and meet with parents, agencies and alternative providers in promoting the development and attainment of students.
- Know about the Early Help process and, where appropriate, how to use it/refer for support.

### Sharing Information:

- Conduct thorough investigations, take statements and report results to manager for action.
- Contribute effectively at Pastoral meetings, acting upon planned intervention to meet student need.
- Facilitate the sharing of information between local agencies, schools, authorities and other external agencies/providers.
- Provide objective and accurate reports to other staff on students' achievements, progress and other matters.

### Administration/Other:

- Supervise students in the Reflection Room and other small group learning environments.
- Conduct home visits relating to pastoral care and attendance
- Perform daily supervisory duties including before and after school duties, First Response, break and lunch duties as directed.
- Contribute to secure and confidential recording of incidents using CPOMS
- Attend staff briefings and participate in training days and CPD as directed.
- Participate in the school's performance management scheme.
- Be responsible for keeping and updating records as agreed with other staff, contributing to reviews of systems/records as required.
- Be responsible for managing and implementing their own scheduled timetable.
- Attend school's CPD sessions, as directed by your line manager.

### Health & Safety:

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure
- If required, undergo Basic First Aid training and update courses and act as First Aider.
- Manage the students' Health and Safety, taking appropriate action related to any problems or emergencies.

### Equalities:

- Ensure services are delivered in accordance with the aims of the equality Policy Statement.
- Develop own understanding of equality issues.

### Occasional Duties:

- To cover for absent Student Support Officers or Reflection Room rota.
- To contribute to Enrichment or Intervention sessions as required
- To supervise students prior to examinations
- To attend a range of multi-agency meetings when requested by Line Manager
- To contribute to related work when required by curricular needs (e.g. Options/ Work Experience etc.)
- To contribute to widening participation programmes/social mobility
- To support on Line up, Assemblies and Behaviour Curriculum with students
- To contribute to careers related learning activities
- To attend student, need related meetings off site
- To participate in parent and student Parents Evenings and Open events.

*This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the role in relation to the post holder's professional responsibilities and duties.*