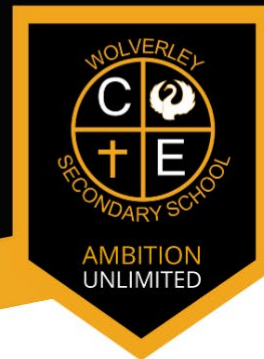


# Job Description

## Student Support Worker

### (Pastoral Support Officer)



The post-holder's key role is to ensure that the students are safe, happy and able to access the full range of opportunities that the school is offering. This is a demanding role that will need the ability to implement and manage effective administrative systems, the ability to engage and motivate young people and the sensitivity and judgement to help individual students.

#### Key Tasks

The following outline of key tasks does not attempt to specify every duty of the job but indicates the broad areas in which the post-holder is expected to exercise high quality leadership and management. The post-holder will need to liaise with other staff, stakeholders and outside agencies, when necessary, especially students, parents and teachers. The post-holder is line managed by Deputy Headteacher (Pastoral) and works collaboratively with the Head of College on matters pertaining to that college.

#### To manage student attendance

- To carry out regular checks on attendance and punctuality through communication with the Attendance Officer
- To support in pursuing any unexplained absence
- To conduct home visits to PA students following school protocol and through agreement with Deputy Headteacher (Pastoral)
- To meet students in their college who are at risk of becoming attendance concerns

#### To manage student behaviour

- To monitor student behaviour and identify emerging patterns and to develop possible interventions
- To support with the administration of rewards and sanctions including the supervision of detentions and isolation
- To investigate incidents of misbehaviour and bullying etc according to the school's behaviour policy. To support whole school behaviour by having good knowledge of possible interventions and outcomes

#### To manage student welfare

- To ensure that student welfare needs are addressed, reporting major concerns to the Head of College and relevant SLT members
- To liaise with external agencies including WCF, CAMHS, WEST, Reach Out and others as necessary
- To be a trained paediatric first aider and assist students according to the first aid rota
- To be Mental Health first aid trained and support the school's mental health agenda
- To provide opportunities for students to raise concerns and instil in them a sense of trust and confidence that their concerns will be acted upon

### **Safeguarding**

- To carry out the role of Deputy Designated Safeguarding Lead (DDSL)
- To contact parents/carers as necessary and maintain regular communication
- To be competent in the use of Safeguarding recording systems and ensure incidents and concerns are recording accurately and in a timely manner
- To attend Strategy, ICPC, RCPC, Core Group and other mandatory meetings linked to safeguarding where requested by the Deputy Headteacher (Pastoral)
- To 'line manage' safeguarding concerns across their college with the tutor team and ensure appropriate and relevant information is shared to support vulnerable individuals

### **Providing on-call support**

- When assigned, respond to calls to support with disruption in class
- Remove students if necessary and ensure adequate supervision is provided for the remainder of the lesson/day
- Take follow-up action as necessary, referring to the Head of College or relevant member of SLT
- To be consistent in the application of the school's behaviour expectations and ensure students are clear when their behaviours falls below the required standard

### **Encouraging participation and building a sense of community**

- Encourage all students to participate in the activities and opportunities offered by the school
- Support in the arrangements and conduct for weekly college collective worship and use them to strengthen the sense of college community (NB The programme of assemblies will be arranged centrally, and most assemblies will be given by other staff or visitors). In addition, deputise for the Head of College in their absence

### **Additional Responsibilities**

This job description is not a comprehensive definition of the post. The post-holder is expected to carry out any other tasks that the Headteacher, Deputy Headteacher and Head of College may from time to time reasonably require.

The nominal hours attached to this post are 39 hours per week term time only, plus 5 additional days across the year. This job description allocates duties but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. Personal holidays must be taken during normal school holidays.

# Person Specification

## Student Support Worker

### (Pastoral Support Officer)



| Qualifications  | Essential | Desirable |
|---|-----------|-----------|
| Level 3 qualification(s)  |           | ✓         |
| English and Maths qualifications at GCSE grade C or equivalent  |           | ✓         |
| Evidence of professional development  |           | ✓         |
| <b>Knowledge and understanding</b>  |           |           |
| Good general understanding of issues facing schools and the administration they necessitate                             | ✓         |           |
| Good knowledge of common software applications  | ✓         |           |
| Understanding of issues to do with successful relationships with other people, especially staff, students and parents   | ✓         |           |
| <b>Experience</b>   |           |           |
| At least three years' experience of working with young people and preferably teenagers                                  | ✓         |           |
| Management of administrative systems including Arbor, CPOMS, WCF referral system etc                                    |           | ✓         |
| Experience of dealing with potentially challenging and stressful situations   | ✓         |           |
| <b>Skills, abilities, attributes</b>  |           |           |
| Willingness to support the Christian ethos and Character of the school  | ✓         |           |
| Personal values that are consistent with the ethos of a Church of England school  | ✓         |           |
| Ability to work with accuracy and to check own work   | ✓         |           |
| Good level of ICT skill   | ✓         |           |
| Good written and oral communication skills  | ✓         |           |
| Good leadership skills and ability to motivate others   | ✓         |           |
| Personal qualities which enable successful relationships to be built with students, colleagues, parents, governors      | ✓         |           |
| Integrity, sound professional judgement, ability to maintain confidentiality and loyalty                                | ✓         |           |
| Drive, enthusiasm and willingness to initiate and contribute to new developments  | ✓         |           |
| Willingness to participate in relevant training and development   | ✓         |           |
| Willingness to operate as part of a team, carrying out tasks beyond the envisaged job description when occasion demands | ✓         |           |
| Ability to work under pressure  | ✓         |           |
| A good sense of humour  | ✓         |           |