

JOB DESCRIPTION

JOB TITLE: Pastoral Support Officer

SALARY/GRADE: Grade 8 – SP 19 - 22

STATUS: Permanent

WORKING HOURS: Term Time only, plus PD days as required, 37 hours per week

Conditions of service are those specified by the National Joint Council for Local Government Services

Organisational information:

Responsible to: Assistant Head

Responsible for: The emotional, educational and physical wellbeing of students, providing pre-planned and/or emergency cover of classes or groups of students in the absence of other classroom staff.

Functional links with: Senior Leadership Team (SLT), Curriculum Learning Tutors (CLT), students, parents, teachers, school administrative staff, officers of the Local Authority, the Police, Social Care, School Nurse, Youth Offending Service, and other outside agencies as necessary.

Main Purpose of Job:

This is a high-profile role within the school regarding pastoral issues. The post holder reports to the Assistant Headteacher and liaises with other Senior staff and teaching staff, the post will contribute to overall good order within the school, including behaviour management, and promote the well-being and general progress and achievement of students through:

- Providing first line support to students on pastoral issues.
- Providing achievement, attendance, behavioural and educational support to students.
- Providing a strategic link between the school and other agencies and parents/carers.
- Supporting behaviour management
- Working under the instruction and guidance of the class-teacher(s) to cover the absence of teachers by providing effective supervision and support for classes or groups of students whilst they carry out pre-set activities. These classes may be in any subject area and/or age range.
- Ensuring the safety of the students you are supervising.
- Providing in class support as and when required
- Delivering aspects of our intervention programmes

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively.

Pastoral and Academic Support:

- Establish productive working relationships with students, acting as a role model and setting high expectations
- Promote the inclusion and acceptance of all students
- Be aware of and support diversity and ensure all students have equal opportunities
- To deliver pastoral support which provides a bridge between children and those engaged with them through liaison with other school staff.
- Respond to telephone calls and unannounced visits from parents/carers who are at times angry, upset, confrontational, threatening and intimidating.
- Monitor and take appropriate action in relation to the behaviour and progress of students in their care.
- To liaise directly with students and their Parent/Carer to resolve pastoral issues and refer to CLTs if necessary and/or appropriate.
- To supervise students in isolation as directed by the Assistant Headteacher
- Communicate and liaise with parent/carers/outside agencies/visitors to the school and ensure clear communication between pastoral and subject staff.
- Mentor Looked After Children and record progress and maintain records and evidence.
- Encourage high levels of attendance and punctuality working with Attendance Officer.
- Monitor and take appropriate action in relation to attendance and punctuality.
- Monitor and take action to reduce internal truancy.
- Investigate patterns of attendance of individual students and take appropriate action to support them in improving their attendance with the Education Welfare Officer.
- Update and Maintain student records (detailing interventions/outcomes etc.)
- Monitor behaviour and academic achievement and implement strategies for improvement.
- Support teachers in the application of the School's Behaviour and Uniform Policies
- Act as a mediator in situations of conflict between teachers and students/groups of students.
- Undertake and resolve investigations into behaviour incidents which include possible bullying incidents
- Take appropriate action and provide support/advice/guidance to students, and referring on to agencies such as Counselling Services, School Nurse etc.
- Collate relevant information for the Governor's Behaviour Panels.
- Promote and enforce the uniform regulations and monitor that they are being applied by staff and adhered to by students.
- Co-ordinate the School's reward system within designated year groups.
- Prepare pastoral support programmes, 1:1 mentoring arrangements and assist with the writing of Common Assessment Frameworks (CAFs).
- Manage / assist with the supervision of students unable to work to the normal timetable.
- Investigate and resolve racial issues, maintain appropriate records, and ensure returns are completed and submitted to the Local Authority
- Challenge and motivate students and promote and reinforce self-esteem.
- Meet with students and agree targets to promote learning for students to achieve their personal best.
- Ensure that students are given a voice in all aspects of school life.
- Provide cover for CLT's in their absence.
- Provide cover for teachers by supervising and supporting classes of students whilst students carry out pre-set activities, either by prior arrangement or in emergency situations. These classes may be in any subject area and/or age range. This includes, but is not limited to:
 - Liaising with the class teacher to understand what the learning activity is to be and what resources are required (e.g., worksheets, textbooks etc.). To ask questions of the teacher to ensure that you have a good understanding of what is required.
 - Ensuring that the necessary resources are available for the lesson (note: it is the teacher's role to produce the resources, but you may be asked to assist with their production, or to ensure there are sufficient copies available)
 - Taking registers.
 - Clearly explaining to students what the task is, and what is expected of them. What equipment will they need? How much time do they have to do it? What should they have completed by the end of the session? To issue resources and explain how they are to be used.

- Referring to a nominated class teacher if the guidance of a teacher is required during the lesson.
- Answer any general questions that the students may have about the tasks, giving any assistance that is within the Cover Supervisor's capacity.
- Managing the behaviour of students, in accordance with the School Behaviour Policy, whilst they carry out the task.
- Providing encouragement and praise to maintain the students' self-esteem.
- Ensuring that the learning environment is a positive one.
- Working effectively with any teaching assistants or other staff present.
- Collecting the completed work and any issued resources from students and returning them to the class teacher.
- Managing students whilst they enter and leave the classroom, in accordance with school policy and practice.
- Communicating effectively with the class teacher.
- Ensuring that you have a good knowledge of the school's safety policies e.g., what to do in case of a fire etc.
- Using your initiative, within school guidelines/practice, in dealing with incidents.
- Keeping straightforward records, where required.
- Attending staff meetings, where required.
- Raising any concerns at an early stage with the class teacher and/or Headteacher.

General:

- Comply and assist with policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection.
- Contribute to the overall Christian ethos/work/aims of the school.
- Communicate, consult, and co-operate with parents/carers, staff, and other agencies.
- Organise, attend, and minute Pastoral meetings.
- Ensure appropriate student records are maintained, to include details of interventions and outcomes.
- Effective use of SIMS/ClassCharts and other computer software.
- To be 'On Call' for support for learning, responding to requests from teaching staff to deal with challenging students and/or exit from department.
- To carry out designated duty responsibilities at various locations around the school at break and lunch time
- Assist in managing the effective transfer of students joining us mid-year for any reasons and re-integrating students who have been absent.
- Assist with Primary School on the induction of Y6 to ensure smooth transition into Year 7.
- Meet with Student Leadership Team and other student representatives, as appropriate (Year 11)
- To organise / manage school events as appropriate to the (i.e., Parents' Evening, year group photographs, immunisation programmes, Year 11 Summer Ball, Further Education trips to include organising refreshments where necessary
- To assist in cover due to absence of other members of pastoral team or teachers
- Participate in professional development and appraisal.
- Educational Visits Co-ordinator
- Any other duties as reasonably required, as commensurate with the post.

Safeguarding Students:

- To undertake Common Assessment Framework training.
- To undertake Level 5 Safeguarding Training.
- To take the role of Deputy Designated Safeguarding Lead (DDSL).
- To undertake First Aid Training and to respond to first aid 'on-call' situations when a student is unwell or injured. To make the initial assessment and decide whether the student stays in school or is to be sent home / hospital ensuring School paperwork is completed as necessary.
- Collate information after a disclosure and refer as appropriate.
- To assist Assistant Head, DSL and CLTs with the preparation of Level 4 Child Protection Referrals as required.
- Liaise with Social Services on students who are subject to Child Protection matters.

<p>Working with Outside Agencies:</p> <ul style="list-style-type: none"> • Prepare reports for outside agencies, including transfer materials for other schools, including Fair Access Appeals, further education, and co-ordinate final references. • Attend and actively contribute to make key decisions, representing the school at child protection conference/Core group/Strategy/Child in Need meetings for any student in designated year group, and liaise with external agencies as necessary. • Prepare monitoring information for individual Looked After Children including Personal Education Plan Reviews.
<p>Knowledge and Skills</p> <p>Good working knowledge of School policies and procedures. Ability to ‘think on one’s feet’ and make decisions without prior consultation with senior staff.</p>
<p>Work Environment:</p> <p>(1) Work demands – Impact of deadlines and changing and conflicting priorities. Administrative duties never cease, but the unprecedented demand made by parents and students means that the work demand can be significant, and interruptions are constant.</p> <p>(2) Working conditions - Exposure to disagreeable or unpleasant conditions. Well-lit and well-ventilated general office environment. However, might be required to deal with student conflict and aggression, subject to abusive language and swearing, deal with an injured child or an aggressive parent. Required to patrol areas outside in all weather conditions.</p> <p>(3) Emotional demands – Demands can vary from low level to extremely sensitive subjects involving serious child protection issues which are upsetting and can be distressing. Dealing with angry, upset, and difficult parents/carers and students. Resistant to stress.</p>
<p>Other</p> <ul style="list-style-type: none"> • Have personal impact, self-confidence and presence. • Display energy, enthusiasm, commitment and perseverance • Willingness to work in support of the values and inclusive ethos of the school. • Be adaptable to change in circumstances and new ideas. • Set a good example by one’s own presentation, personal and professional conduct. • Disclosure type: Enhanced.

Note: This Job Description covers the main duties and responsibilities of the job. Other activities commensurate with this Job Description may from time to time be undertaken by the Job Holder.

Job holder name:	Line Manager Name:
Job holder signature:	Line Manager Signature:
Date:	Date:

Date Job Description reviewed:	25 th June 2024
Line Manager Name:	Headteacher’s signature: Date:

Person Specification

Job Title: Pastoral Support Officer	
<u>Experience</u>	<ul style="list-style-type: none"> • Experience of working with young people including those who may have sensitive issues, be angry, difficult or upset. • Experience of dealing with members of the public, including those who may be angry, difficult or upset. • Experience of working with Parents/Carers and outside agencies • Experience of working in an educational setting • Experience in dealing confidently with challenging behaviour. • Experience of working on own initiative and making decisions • Experience of supervising groups of Students and/or whole classes
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Understanding of young people's emotional and education needs • Knowledge and understanding of youth culture. • Understanding of behaviour management strategies and dealing with confrontational behaviour • Ability to foster a positive learning environment. • Recognising and understanding the importance of partnership working with parents/carers and other agencies • An understanding of and the ability to negotiate and set targets. • Ability to mediate in fraught situations to affect a calm resolution between parents/students/school staff. • Ability to take responsibility and work with autonomy within set boundaries. • Ability to adapt to changing circumstances and embrace new ideas. • Ability to work effectively as part of a team. • Ability to use ICT including SIMS and ClassCharts for recording, monitoring and reporting. • Effective use of Microsoft Word, Excel, SIMS and ClassCharts or other school information system. • Good organisation skills and ability to work on own initiative with little or no supervision. • Good communication skills (written and verbal) and high level of interpersonal skills with students, parents/carers and professionals/agencies. • Ability to draft effective and accurate letters on behalf of the Head of House • Ability to take minutes and transcribe accurately. • Ability to provide cover for lessons on a planned and emergency basis, ensuring the safety, good behaviour and effective learning for all students.
<u>Qualifications and Training</u>	<ul style="list-style-type: none"> • 5 GCSEs including Maths and English (Grade C or above), or equivalent. • Conversant in Microsoft Office to including Word / Excel. • Further qualification/training/experience (eg. Social care, Childcare, Youth work, Counselling) or able to demonstrate equivalent knowledge experience and skills. • First Aid at Work Certificate or willingness to train
<u>Other Factors</u>	<ul style="list-style-type: none"> • Ability to attend meetings across the County. • Have personal impact, self-confidence and presence. • Display energy, enthusiasm, commitment and perseverance • Willingness to work in support of the inclusive ethos of the school. • Be adaptable to change in circumstances and new ideas. • Have a mature attitude and outlook with regards to decision making • Set a good example by one's own presentation, personal and professional conduct. • Police clearance - Disclosure type: Enhanced