



POST TITLE	PUPIL SUPPORT OFFICER – WELLBEING HUB
DIVISION / SECTION	COMMUNITIES AND FAMILIES
DEPARTMENT	SCHOOLS AND LIFELONG LEARNING/CHILDREN’S SERVICES
RESPONSIBLE TO	HEAD TEACHER/DEPUTE HEAD TEACHER/BUSINESS MANAGER
NUMBER OF POST HOLDERS	
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

- Pupil support officers play a key role in supporting the assessment, planning and direct support of children, young people and their families in relation to relationships and emotional health and wellbeing.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Promote better relationships, better learning and better behaviour through liaising and promoting understanding between school, children, young people and families.
- Support the development of positive relationships and emotional wellbeing of children and young people using evidence based interventions with individual learners and groups.
- Build links with families to promote participation in their children’s learning and remove barriers to their and their children’s involvement in school life.
- Support strengths based, solution focussed individual planning and review.
- Support planning and delivery of whole school /individual plans for example; behaviour, family engagement, risk management and child or young people’s plans with the involvement of all key parties including parents/carers and school partners.
- This list is indicative of activity, not exhaustive, and describes a range of typical activities undertaken by the post holder.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- The post will contribute towards tailored planning, preparation and delivery of services considering children, young person and family’s views, progress with supports and family /carer circumstances
- The post will identify opportunities for enhancing support and resilience of children, young people and their family’s building links with relevant community organisations.
- The post holder will communicate clearly and regularly with school staff to develop a shared understanding of individual support needs and to foster positive and empathic relationships between staff, vulnerable learners and their families.
- The post will be responsible for day to day assessment of behaviours and judgements about when to implement relevant interventions and supports and/or to seek specialist advice. The post holder will be responsible for day to day family contact and facilitating links with wider school staff.
- Most decisions will reflect existing school and Council procedures and school processes/working practices.
- Knowledge and skills equivalent to SVQ level 3 or equivalent in relevant subjects e.g. child development nursing, psychology, social care, education or community /youth work, support

for learning; emotional and behaviour support or substantial evidence of proactive and ongoing professional development in related work for example Triple P Parenting or Seasons for Growth.

- Proven experience working/engaging effectively with families and / or children and young people with complex needs/behaviours in small groups or through individual targeted work with a focus on maintaining positive relationships, maximising engagement and adopting a child and family centred strengths based approach.
- The post is subject to PVG scheme membership.

ENVIRONMENT

- The post will work in a busy school environment.
- All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety.
- The post will use their time and resources effectively and efficiently to maximise the level of support they can offer targeted children and young people within the school setting.
- The post will undertake a range of physical tasks, in accordance with the Council's Health and Safety Guidelines, as part of the school team. Staff will spend up to 10% of their time involved in bending, twisting, stooping, kneeling, sitting on the floor and participation in games and outdoor activities.
- Working in accordance with risk management procedures, the post holder will have daily interaction with children and young people with a range of social, emotional and care needs, some of whom may have associated challenging or aggressive behaviour.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- There is typically no management or supervision of staff required in the role and may be asked to stand in for colleagues as appropriate.

RESOURCES

- Responsibility for maintaining reliable up to date written and electronic records on SEEMIS of their contact with children, young people and their parents/carers.

HEALTH AND SAFETY

- The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.
- If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.