

UPPER WHARFEDALE SCHOOL

JOB DESCRIPTION: Student Support Officer

January 2022
Band E

15 hours per week, term time only, plus evening events

RAISING THE EXPECTATIONS AND ACHIEVEMENTS OF ALL

We are committed to:

- **Setting and achieving challenging goals.**
- **Developing, inspiring and motivating effective teamwork**
- **Raising standards and meeting the needs of all learners**
- **Communicating our vision for future school improvement to a wide range of stakeholders**
- **Developing and strengthening partnerships through active collaboration.**

Job Purpose

To help address any pastoral needs of students who require assistance in overcoming barriers to learning in order to achieve their full potential. To work with students, parents, staff and other agencies to bring about improved behaviour and attendance at school. To promote positive attitudes from students and families towards education to ensure students benefit fully from the opportunities available to them. To provide intervention strategies to students who experience barriers to their learning. To promote high attendance & other positive behaviours for learning. To work with identified vulnerable students and any others requiring support.

Relationships

The post-holder reports to the Student Support Coordinator.

The post-holder interacts with other professional colleagues and should establish and maintain productive relationships with them and promote mutual understanding of our aim to improve the quality of teaching and learning at Upper Wharfedale School

Key Accountabilities

MENTORING/PASTORAL RESPONSIBILITIES:

- Be part of the Student Support Team, who are the first line of communication for parents, staff and students concerning pastoral issues.
- Contribute to the mentoring/coaching of students with behavioural issues that affect their academic performance.
- Liaise with outside agencies as the need arises.
- Take a lead role in promoting social, emotional and mental health and ensure all necessary training is up to date
- Promote regular attendance and punctuality, actively dealing with both and working to reduce any gaps in attendance e.g. between PP / SEND and Non PP / SEND students.
- Support weekly assemblies.
- To investigate any breaches of the Positive Attitude to Learning including interviewing students and taking detailed statements.
- To liaise with the Student Support Coordinator and Assistant Head Teacher for Student Support of the implementation of agreed sanctions including first contact with parents.
- On call support to teaching staff.
- Monitoring 'on call' 'hot spots' and carrying out spot checks, supporting in lessons when appropriate.

- Offering support to students with welfare problems, through discussion, practical resolutions and where necessary arranging counselling, both inside and outside of school.
- Provide specific counselling support as required, especially in relation to COVID-19
- Liaising with parents/carers.
- The preparation of detailed reports of behaviour issues.
- The preparation of detailed reports of evidence, for the presentation to governors, where lengthy or permanent exclusions may follow breaches of Positive Attitude to Learning.
- To deal with day to day operational issues associated with students.
- To organise work for excluded students/students in isolation.
- To manage students on report at the appropriate level.
- Ensure isolation records, behaviour records, on call records are up to date and that the Positive Attitude to Learning matrix is being fully implemented and followed.
- Dealing with any students who have an issue in more than one subject across the school.
- Liaise with the Inclusion Co-ordinator to provide any additional support in or out of lessons for more vulnerable students whose behaviour is impacting on learning in or outside of the classroom.
- Exam invigilation where appropriate
- Planning for and delivering timetabled intervention activities to support positive behaviour and re-integration, monitoring the impact of these
- Supervision of students during break and lunchtimes
- Supervision of students who have been withdrawn from lessons, discussing issues and counselling
- Act as a First Aider, including maintaining student records and care plans and recording incidents in the accident book.
- To contribute to our aim for excellence in all that we do, including continuing to be judged 'outstanding' for Behaviour & Attitudes and Personal Development. In relation to the Inspection Framework this includes:
 - Having high expectations for learners' behaviour and conduct and applying these expectations consistently and fairly
 - Learners' attitudes to their education are positive. They are committed to their learning, know how to study effectively and do so, are resilient to setback and take pride in their achievements
 - Learners have high attendance and are punctual
 - Relationships among learners and staff reflect a positive and respectful culture. Leaders, teachers and learners create an environment where bullying, peer-on-peer abuse or discrimination are not tolerated. If they do occur, staff deal with issues quickly and effectively, and do not allow them to spread
 - The provider's wider work supports learners to develop their character – including their resilience, confidence and independence – and helps them know how to keep themselves physically and mentally healthy
 - the provider prepares learners for life in modern Britain by:
 - equipping them to be responsible, respectful, active citizens who contribute positively to society
 - developing their understanding of fundamental British values
 - developing their understanding and appreciation of diversity
 - celebrating what we have in common and promoting respect for the different protected characteristics as defined in law.

The Student Support Officer role will be crucial in ensuring we meet all of the above standards.

ADMINISTRATIVE AND RECORD KEEPING DUTIES:

- To be responsible for ensuring student record files are maintained, secured and processed correctly in line with data protection requirements
- To support staff in ensuring behaviour documentation and records are kept and processed appropriately by staff as detailed in the school's Positive Attitude to Learning Policy
- Ensure all dealings remain confidential and consideration given to all parties

GENERAL DUTIES:

- To maintain the highest standards of personal appearance.
- To seek development opportunities in order to improve performance.
- To act as a professional and positive ambassador for the school in order to support our ethos and values.
- To adhere to the school's Child Protection and Safeguarding procedures.
- To ensure confidentiality to protect the integrity of the organisation and its people.
- To carry out such duties as may reasonably be required from time to time.
- Being aware of, and upholding the school's policies and procedures, and when appropriate contribute to the development of them.
- Being aware of confidentiality issues linked to home/student/teacher/school work and to keep confidences as appropriate in line with Safeguarding Policy
- To undertake duties elsewhere within the Support Team as required.
- To ensure a safe working environment in accordance with Health and Safety Regulations
- To attend appropriate training events and meetings as required, including annual Performance Review and Appraisal meetings
- To attend meetings as required e.g. Pastoral, SLT, whole staff meetings, student reviews, as appropriate
- To attend parents' evenings as required (as overtime)
- To comply with the requirements of equal opportunities, data protection, copyright and other relevant legislation and School policy.

The job description may include all such other duties as the Headteacher and Governors may reasonably expect from time to time without changing the general character or the level of responsibility entailed. It is vital to the ethos of the Student Support Team that the postholder is flexible, willing to offer help to and cover for other members of the team and treats co-operation and support for colleagues as a priority.

The job description will be reviewed annually in light of personal development objectives and School priorities.