

Pastoral Support Worker

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| Job Title: | Pastoral Support Worker | | |
| Salary: | GR4 (Points 23–27) | Hours: | 36.5 hours per week Term Time Only |
| Contract Type: | Permanent | | |
| Reporting to: | Headteacher | | |

Main Purpose:

Working with and supporting the Headteacher to address barriers to learning and ensure that all pupils are able to engage with education. The postholder will maintain timely and accurate records, communicate effectively with parents and external agencies, and support the monitoring and evaluation of pastoral strategies across the school. This role is key to promoting pupil wellbeing, raising attendance and upholding the school's behaviour standards.

Duties and responsibilities

1. Pupil Support and Safeguarding

- Provide support and advice to pupils in line with promoting their social care and personal development with respect to learning, health and safety.
- Act as the Designated Senior Person (DSP) in relation to Safeguarding and Looked After Children (LAC), attending case conferences as necessary.
- Be aware of and comply with all policies and procedures relating to child protection and all aspects of safeguarding children, reporting all concerns to an appropriate person.
- Devise and implement pastoral support plans for individual pupils, ensuring regular review and evaluation of their effectiveness.
- Liaise with the SENCO to ensure appropriate support is in place for pupils with Special Educational Needs and Disabilities.

2. Attendance and Behaviour

- Monitor behaviour across the school and ensure the behaviour policy is fully implemented, consistently and fairly.
- Monitor attendance in line with the Trust's attendance procedures, identifying patterns of concern and escalating as appropriate.
- Respond to and take steps to resolve relationship issues between pupils, using restorative and supportive approaches.
- Collect and collate statements relating to incidents, following up directly with pupils, parents and staff when appropriate.
- Plan intervention activities to improve behaviour and increase attendance, liaising with outside agencies and outreach workers as required.

- Contribute to and monitor aspects of the School Development and Improvement Plan in relation to pastoral care.

3. Communication and Parent Engagement

- Act as a first point of contact for parents, dealing with issues appropriately and referring to other staff for action where required.
- Ensure contact is made with parents whenever incidents are dealt with, including matters such as bullying or other pastoral concerns.
- Produce appropriate written records of incidents dealt with, maintaining accurate logs including bullying and racial incident files.
- Ensure that system letters (e.g. regarding uniform, equipment or attendance) are sent, logged and followed up in a timely manner.

4. Monitoring, Evaluation and Reporting

- Monitor levels of bullying and, under the direction of the Headteacher, implement policies and strategies to address it.
- Produce reports on levels of incidents dealt with and other issues relevant to the post, for the Headteacher and senior leadership team.
- Prepare for Pastoral Care Team meetings, including identifying purpose, circulating agendas and taking and distributing minutes.
- Liaise with external agencies on behalf of the pastoral team and contribute to multi-agency working to support vulnerable pupils.

5. Confidentiality and General Duties

- Ensure confidentiality of the school's activities and pupil information is maintained at all times to protect the integrity of the organisation and its stakeholders.
- Comply with relevant electronic communication, data safety and confidentiality policies and updates.
- Maintain strong and positive relationships with parents, supporting colleagues in meetings with parents as required.
- Undertake any other duties appropriate to the grade in order to ensure the smooth and effective running of pastoral support across the school.

Employee responsibilities

- Uphold the Trust's commitment to safeguarding and promoting the welfare of children and young people.
- Comply with all policies and procedures relating to child protection, health and safety, security, confidentiality, data protection and equal opportunities, reporting all concerns to an appropriate person.
- Take appropriate action to identify, evaluate and minimise risks to health, safety and security in the school environment.
- Establish constructive relationships and communication with all staff, external agencies and professional partners.

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- Recognise own strengths and areas of expertise and use these to advise and support colleagues.
- Act at all times in a manner appropriate to the seniority of the post, promoting the agreed vision and aims of the school.

Supervision received

- Works under the direction of the Headteacher.
- Regularly supervised with work reviewed by the Headteacher. Expected to plan own work to meet defined objectives and deadlines.

Notes:

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that this postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

This job description may be amended at any time in consultation with the postholder.

Signed: _____

Name: _____

Date: _____

Person Specification

| Essential | Desirable | Where tested: A – application I – interview T – test or activities C – certificate |
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| Qualifications | | |
| GCSE English and Maths (grades A*–C / Grade 4–9) or equivalent. | NVQ Level 3 in Supporting Teaching and Learning, Youth Work, Health and Social Care or equivalent. | A / C |
| Evidence of continued professional development relevant to pastoral support, behaviour, attendance or pupil wellbeing. | Designated Safeguarding Lead (DSL) training or willingness to complete DSL training upon appointment. | A |
| Experience | | |
| Evidence of good practice and improved outcomes for pupils in a pastoral, welfare or support role. | Successful experience of leading or developing new pastoral initiatives or intervention programmes. | A / I |
| Successful experience of working as part of a team to support pupil wellbeing, behaviour or attendance. | Experience of working collaboratively with external agencies (e.g. social care, CAMHS, EWO) to support vulnerable pupils. | A / I |
| Experience of devising and monitoring pastoral support plans or individual behaviour/attendance plans. | Experience of supporting and facilitating meetings with parents/carers, including in sensitive or challenging circumstances. | A / I |
| Experience of maintaining accurate records and producing written reports relating to pupil incidents and welfare. | Experience of working in a primary or secondary school setting with a direct remit for pastoral care or inclusion. | A / I |
| Knowledge & Skills | | |
| Good working knowledge of safeguarding legislation and the statutory guidance relevant to schools (e.g. Keeping Children Safe in Education). | Knowledge of the SEN Code of Practice and strategies for supporting pupils with special educational needs. | A / I |
| Knowledge of behaviour management strategies and an | Knowledge of strategies to recognise and reward pupil effort | A / I |

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| understanding of the factors that can affect pupil behaviour and engagement. | and achievement, appropriate to age and stage of development. | |
| Strong administrative, communication and interpersonal skills, with a high standard of written and spoken English. | Good understanding of attendance procedures and the legal framework underpinning school attendance obligations. | A / I |
| Good time management skills with the ability to manage competing demands, set priorities and meet deadlines. | | I |
| Ability to lead and develop effective working relationships across a team and to support and coach colleagues. | | A / I / T |
| Confident and professional communication skills, able to engage effectively with pupils, parents, staff and external agencies. | | A / I |
| Ability to work independently, exercise sound professional judgement and escalate safeguarding or welfare concerns appropriately. | | I |
| Good IT skills, including Microsoft Office (Word, Excel, Outlook) and the ability to use school MIS systems for attendance and behaviour recording. | | A / I / T |
| Personal qualities | | |
| Commitment to the ethos, values and safeguarding responsibilities of the Trust. | | A / I |
| Commitment to acting with integrity, honesty and fairness in all dealings with pupils, families and colleagues. | Commitment to maintaining the highest standards of confidentiality at all times in relation to pupils, families and staff. | I |
| Ability to remain calm and professional under pressure and handle sensitive pastoral | | I |

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| matters with care and discretion. | | |
| Positive, flexible and resilient approach, with a genuine commitment to improving outcomes for all pupils. | Ability to build strong, trusting relationships with pupils, parents, staff and external agencies. | I |
| Willingness to embrace change, take on new challenges and develop professionally in response to the needs of the school. | | I |