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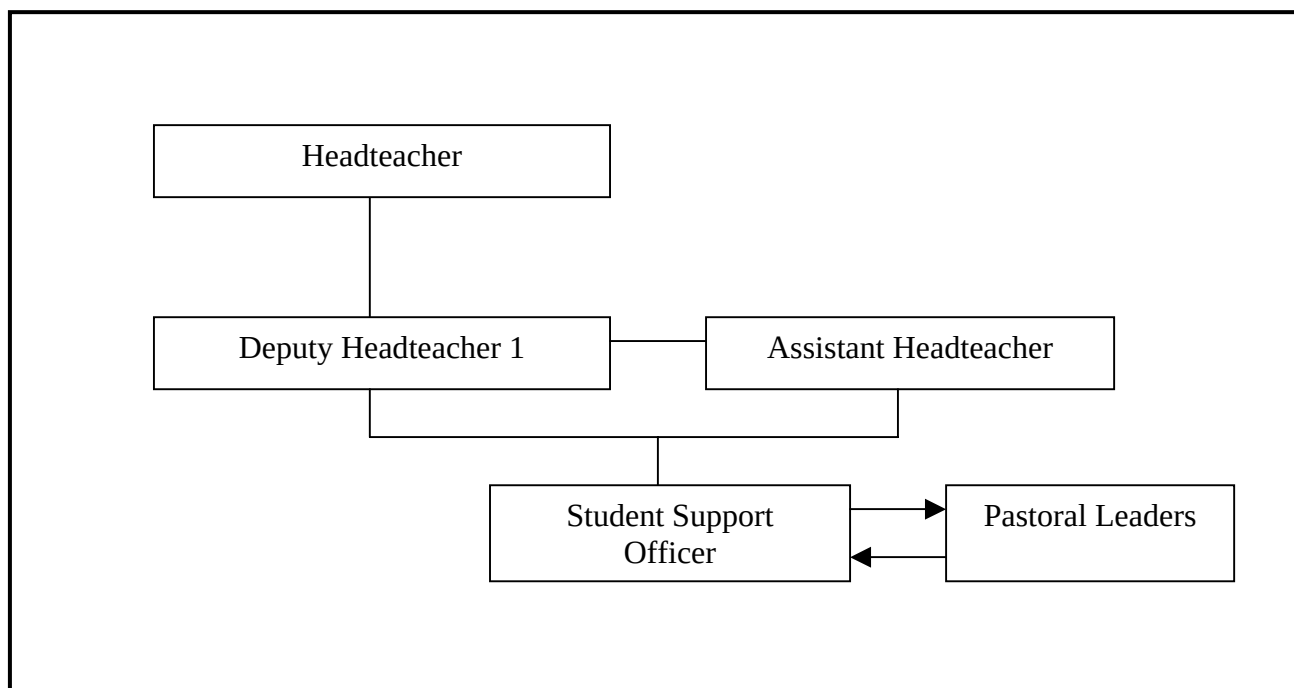
ROLE PROFILE FORM

Section A

Role Profile Ref:	02039
Department/Section:	Education (Schools)
Role Title:	Student Support Officer
Reports To - (Supervisor/manager's role title) :	Deputy/Assistant Headteacher
Role Purpose: (why the role exists)	To provide a welfare and first aid service to students and to support improvements in school attendance through monitoring and promoting student attendance. To identify health concerns relating to attendance at lessons.

Section B Organisation

Please provide a simple line drawing indicating where the role sits within the organisation in the box below. (See guidance notes with regard to the use of formal organisation charts).



Section C**ROLE REQUIREMENTS**

This involves identifying the most significant responsibilities of the role. Accountability statements are key functions of the role which in combination make up the main purpose.

Accountabilities	Accountability Statements	% of Time
Welfare and First Aid	• Assess staff and pupils medical needs and administer front-line first aid e.g. plasters, bandages etc. and other remedies/action; • Refer for onward assessment and treatment by medical practitioner, hospital etc; • Maintain and administer approved medication to pupils in secure conditions in accordance with prescribed courses of treatment and parental authorisation; • Maintain accident book and record relevant incidents; • Liaise with external health care agencies and organise visits of school doctor and nurse e.g. for vaccinations, dentist; • Provide pastoral care and guidance to individual pupils as required, liaising with teachers, parents and other agencies where necessary; • Assist in the production of specific Pastoral Support Programmes for specific students;	50%
Attendance	• Organise a daily check on students at risk of truanting; • Carry out periodical post-registration truancy and punctuality checks; • Chase up, in conjunction with tutors, reasons for absence using agreed systems; • Provide advice and support for students returning to school after a long period of absence; • Liaise with the Education Welfare Service and other support services to improve attendance rates including attending student referral panel meetings when necessary; • Be the first contact for all attendance issues in school; • Develop positive links with parents of students at risk of truancy in liaison with the Assistant Headteacher and the Education Welfare Service; • Organise work placements for specific students; • Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person;	25%

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Administration	• Day to day supervision of the Student Support Office; • Keep clear records of pupil meetings; • Maintain accurate and up to date student information in liaison with the Education Welfare Service; • Maintain accurate and up to date information about student transport, record incidents and resolve problems; • Administer uniform grant process and free school meals; • Administer lost property arrangements, pupil lockers and uniform orders/collection;	20%
Corporate and statutory initiatives - equalities/health and safety/e-government/sustainability	Maintain an awareness of school, national and statutory policies and requirements and apply these in the workplace.	5%

Section D -The key decision making areas in the role

- Assessment of medical condition of individual student or member of staff;
- Decide appropriate treatment;
- Referral of appropriate cases to medical practitioner, hospital or other agency;
- Decide when to contact parents over attendance issues, following guidelines;
- Identify issues requiring priority response;
- Choose appropriate strategies for supporting students needing emotional support (time out, discussion, calming measures, referral to suitable person)

Section E - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff)

Size of school : between 400 and 1600 pupils on roll;
 Maintains small stock to deliver first aid requirements;
 Order and maintain uniform stock and manage second-hand uniform sales;

Section F - The main contacts – external/internal customer contacts and purpose

Pupils (daily) – to assess medical needs; provide advice, information and guidance; administer first aid and medicines;
 Teachers and other school staff (daily) – liaise over individual pupils;
 Parents (regular) – contact over attendance issues; receive notifications of absence; other issues;
 EWS, other LEA specialist colleagues, school doctor/nurse, school escorts, police – (regular)

Section G - Working conditions – environment, and physical effort or strain.

Regular exposure to body fluids, vomit etc.
 Some emotional demands arising from pupil/parent contact over sensitive issues;
 May be subject to verbal abuse from pupils/parents.
 Regular use of VDU

Section H - Context/additional information

There is a confidentiality component to this role. The postholder needs to have the trust and confidence of both the pupils and teachers. Information may be acquired on child protection or family sensitive issues which must be treated carefully and appropriately;

PROGRESSION IN ROLE**Section J - Entry: Necessary role-related knowledge, skills and experience at selection**

- Qualified first aider;
- Good interpersonal skills - operates with sensitivity, initiative and discretion;
- Experience of working with young people;
- Calm and practical under pressure;
- Good organisational skills – able to prioritise workload;
- Able to work individually and as a team;
- Basic ICT skills.

Section K – Initial induction/training required to become effective in the role

Estimated time to become operationally effective **One month**

- Knowledge of school systems, policies and procedures;
- Establish LEA and other regular contacts;
- Training on ICT systems used;
- Training on specific medical conditions e.g. asthma, epilepsy etc.

Section L – Operationally effective: How would effectiveness in role be demonstrated?

- Deals competently with a wide range of medical conditions and injuries, providing first line treatment and referral to other agencies as conditions dictate;
- Relevant systems run smoothly and effectively;
- Operates independently with minimal referral to Assistant Headteacher;
- Maintains positive and effective relationships with colleagues, parents and other external contacts;

Section M - Adding value: What characteristics will the advanced role holder demonstrate?

- Recognised for expertise in school;
- Initiates developments to systems leading to improvements in student attendance;