

Job Description: Pastoral and Family Support Officer



Job Title	Pastoral and Family Support Officer
Qualification level / salary point	SCP 13. Appropriate Level 3 qualification and experience working with children, or equivalent experience
Reporting to	The school's SLT, with oversight from the Pastoral and Family Support Coordinator

This job description applies to Pastoral and Family Support Officer posts across the Trust's schools. Hours and working pattern are confirmed separately for each post.

Job role

- Build positive relationships with identified pupils and their families, and support the monitoring of attendance and engagement of disadvantaged pupils, working with the attendance lead to identify and address barriers to regular attendance.
- Support equitable access to and participation in the school's personal development offer for disadvantaged pupils, including enrichment opportunities, educational visits, clubs, leadership and pupil voice.
- Plan and deliver individual and small-group programmes of nurture, pastoral and wellbeing support, in partnership with the NHS school-based officer, to help pupils develop emotional literacy, resilience, positive relationships and strategies for managing challenges.
- Support pupils who are upset, unsettled or struggling to access school positively.
- Identify families who may benefit from additional support or Early Help; build constructive, trusting relationships with parents and carers, and, following appropriate training, contribute to Early Help assessments and plans.
- Develop positive working relationships with local preschools, early years providers and community organisations, supporting transition and early engagement with families before children enter the school, where relevant to the post.
- Work towards Emotional Literacy Support Assistant (ELSA) accreditation once a training place becomes available. In the interim, deliver support drawing on the Trust's ELSA and Early Help job role and person specification, under the guidance of the Coordinator.
- Liaise with, and develop positive relationships with, parents, carers, support services and other professionals, including making onward referrals for support.
- Maintain accurate records of interventions, pupil progress and outcomes using secure recording systems (e.g. CPOMS).
- Comply with policies relating to safeguarding, child protection, health and safety, confidentiality and data protection.
- Advocate for, and promote equal opportunity and inclusion for, all pupils.
- Attend meetings, supervision, training and professional development activities as required, including trust-wide Officer meetings.
- Work within the school's agreed pastoral, safeguarding, attendance and wellbeing procedures, complementing rather than replacing the responsibilities of the attendance lead, Designated Safeguarding Lead, SENDCo and other professionals.

Person specification

Personality

- Has a warm personality and is able to stay calm under pressure.
- Demonstrates good interpersonal skills with children and adults.
- Is able to build trusting relationships with children who are either externalising or internalising their social and emotional wellbeing needs.
- A genuine interest in children's mental health.

Competencies

Full training will be given for the role, including ELSA training once a place becomes available; however, it is important that the applicant:

- Is flexible and able to adapt to a variety of challenges.
- Enjoys learning and has good communication skills.
- Has the capacity to understand and apply psychological concepts introduced during ELSA training and supervision.
- Is confident advocating for children and liaising with families, staff, professionals and, where relevant, preschools and community organisations.
- Is able to plan programmes of support that incorporate variety, interest and pace.
- Is able to keep succinct records of involvement.
- Experience supporting children with disabilities is an advantage.

Organisational skills

- Is able to work independently and show initiative.
- Has good time management and personal organisational skills.
- Holds a Level 3 qualification and relevant experience working with children, or equivalent experience.