

Pupil Support Officer				Purpose			
Reference No.	A4370	Type	Individual	<p>To work as a member of the Pupil Services Team to provide a safe, secure and inclusive environment for pupils.</p> <p>To develop positive relationships with pupils, parents, staff and other services, building pupil confidence, and enhancing their ability to learn.</p>			
Service	Education						
Job Family	Para Professional 3	Grade	FC5				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Assisting in the promotion of school policies such as Relationship and Behaviour Management, Anti-Bullying and Attendance. This will involve: <ul style="list-style-type: none"> • Building relationships with pupils based on trust and respect. • Assisting with corridor, dining room, social area, playground and bus supervision. • Patrolling school buildings and premises to provide an adult presence. 				Experience of working with young people	✓		
				Experience of working in an educational environment		✓	
				Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades or equivalent	✓		
				HNC or equivalent in an appropriate field, e.g. Social Care.		✓	
				A first aid qualification		✓	
				An awareness of issues facing school aged Children	✓		

Role Profile

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	Ability to establish good working relationships with pupils, colleagues and parents Sound judgement, dealing with situations in a fair, firm and objective manner Time and workload management skills Ability to provide a regular and effective Service	✓ ✓ ✓	✓
Responding appropriately and seek resolutions, in the first instance, to concerns relating to pupil behaviour by: <ul style="list-style-type: none"> • Observing the behaviour of pupils, using restorative approaches to respond to a variety of different situations. • Encouraging pupils to co-operate with school protocols and policies, e.g. attend class on time, wear school uniform. • Interviewing pupils as necessary to ascertain reasons for unacceptable behaviour, e.g. general misconduct, vandalism, bullying. 	Experience of working independently Experience of empathising with pupils, assisting them as required in presenting their views	✓ ✓	
Maintaining contact with parents, staff and other agencies including: <ul style="list-style-type: none"> • Providing initial responses to requests from staff for immediate assistance, i.e. “on call” • Contacting parents when appropriate to share information, respond to concerns and offer advice and/ or support. • Liaising with external agencies such as the Police and Social Work, NHS, escalating concerns where required. 	Interpersonal skills, and in particular negotiation, tact and diplomacy, the ability to be non-judgemental, the ability to defuse situations Experience of working as part of a service focussed team	✓ ✓	
Assisting in the general support of pupils in the school, including: <ul style="list-style-type: none"> • Assisting with pupil medical needs following medical protocols where applicable. 	Knowledge understanding on medical protocol procedures	✓	

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<ul style="list-style-type: none"> • Dealing with pupil emergency situations, making pupils comfortable and arranging for medical attention where required. • Supervising pupils in the medical room. • Ensuring pupils are given access to emergency medications as per medical protocols. 			
Preparing straightforward reports, both verbal and written.	Effective presentation skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.