Job Description – Pastoral Support Worker

Title Pastoral Support Worker

Reports to Pastoral Manager

Based at Communication Specialist College - Doncaster

Hours of work 32hrs per week term time only

# Purpose of the role:

To work as a member of the Pastoral department and be an important point of contact for all students and families, providing support and information in a timely manner. To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate member of the team.

# Key Duties and Responsibilities

The Pastoral support worker is responsible to the Pastoral Manager for carrying out the following duties effectively and efficiently:

* Support and encourage attendance and punctuality for all students that attend the college.
* Support students to arrive on site each morning. Monitor attendance and problem solve any issues that may impact their day.
* Provide break and lunchtime cover and enrichment as required.
* Communicate effectively with students using their preferred mode of communication.
* Listen to and support students to resolve a range of issues creating barriers to learning.
* Support and work with students on a one-to-one basis or in small or large groups.
* Work under the support and guidance of Pastoral team to ensure students are effectively supported.
* Encourage students to become as independent as possible considering their individual needs.
* Support internal quality assurance activities within the various study programmes as directed.
* Support our students can access their taxi’s safely and leave site at the end of the college day.

**Quality and Standards**

* Raise standards and foster an ethos of excellence and endeavour to give every student the opportunity to meet their potential.
* Establish productive working relationships with students, act as a role model and provide information and guidance about their own learning, behaviour, and consequences of their own actions to promote self-esteem.
* Ensure adherence to the Quality Framework and provide comprehensive feedback into the annual Self-Assessment Report and Quality Improvement Plan.
* To be aware of all aspects of the learner journey and contribute as requested to internal and external audit processes.
* To critically review performance within learning environments in conjunction with other staff.
* To be aware of student targets and progression and keep Managers informed of concerns.

**General**

* To strictly observe and follow staff code of conduct.
* Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or inactions
* Support the college’s implementation of all current statutory requirements, e.g. Equalities Act, Equal Opportunities, Child Protection and Data Protection (GDPR)
* To fulfil personal requirements, where appropriate, with regard to Trust and college policies and procedures, health, safety and welfare, emergency, evacuation and security
* To have responsibility for promoting and safeguarding the welfare of all students
* The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment
* To work positively and inclusively with colleagues and stakeholders so that the Trust provides a workplace and delivers a service that does not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities
* To attend training as required by the Trust to ensure that the best possible service is provided to our students and to each other.
* To observe at all times the Trust’s policies, in particular those relating to Health and Safety at Work and Data Protection.
* To undertake other duties which may be reasonably be required.

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|  | **Essential** | **Desirable** |
| **Qualifications** | * BSL qualification (willingness to work towards) | * PRICE training (willingness to work towards) * Level 2 BSL (willingness to work towards) * Full UK driving license, with willingness to travel and use own vehicle or Trust provided vehicle |
| **Experience** | * Experience of working with adults with hearing impairments, learning difficulties and/or disabilities * Able to work as part of a team and communicate clearly * Able to understand and carry out instructions | * Experience working with people with behavioral needs * Experience of supporting adults with hearing impairments, learning difficulties and/or disabilities |
| **Knowledge** | * Commitment to safeguarding, equality and diversity and health and safety at the college * Understanding of the importance of maintaining confidentiality | * Behaviour management strategies * Reporting and writing * Knowledge of Databridge * Experience/Knowledge or understanding of specialist methods of communication |
| **Personal Attributes** | * Flexibility is essential to meet the needs of our learners * Resilient to daily changes at short notice * Willingness to deliver personal care * Positive, proactive approach to all aspects of the job * Innovative and creative in meeting the needs of learners | * Understanding of own abilities, limitations and when to seek support * Leadership skills |