

Role Profile

Role Title	Student Support Officer – Wellbeing and Safeguarding
Reporting To	Assistant Director 14-16 College - Inclusion
Department	14-16 College
Version Date	October 2019

Role Purpose

To ensure an efficient and effective service to learners is provided at all times, particularly to vulnerable learners in line with the college's 'student first' ethos. This role is intended to enhance the learner experience through robust monitoring and swift intervention where learners' experience trauma, struggling with mental health, incidents or social issues which can affect attendance and wellbeing. The role will also support learners to achieve all elements of their study including work experience and extra curriculum activities. To help learners develop skills and resilience to engage positively with society and develop their personal traits, character and confidence.

Key Responsibilities

1. Daily monitoring and management of wellbeing and student needs. This incorporates follow-up and contact by telephone and/or in writing with learners, parents, carers, agencies, and other responsible workers to ensure excellent student engagement levels.
2. Work with the curriculum management team, attendance officer and course teams to identify and prioritise vulnerable learners early to ensure appropriate support is in place to minimise risk of low attendance, low achievement and/or withdrawal.
3. Work closely with the Assistant Director to promote high levels of support and agency links.
4. To support learners to have appropriately planned work experience opportunities and ensure arrangements are in place.
5. To manage the internal support meetings and referral processes.
6. Providing a first stage listening and guidance service for learners and a referral/signposting service into the Group's support services, for example counselling, IAG, learner finance and external sources of health, social care and wellbeing as required.
7. Provide direct coaching to learners to improve resilience and attachment in order to support student's immediate and long term wellbeing. This may include developing support sessions, drop in services and clubs to support students.
8. Contribute to stage one disciplinary meetings. This includes reporting on issues affecting study and behaviours as well as attending parent/carer evening to support students and families.
9. Maintain accurate and up-to-date records using appropriate college systems e.g. Pro-Monitor, eLP, QL and Microsoft products.

10. Positively comply and contribute to the College's policies and procedures, particularly in relation to Safeguarding, Behaviour, Data Protection and Equal Opportunities, and ensure the College meets its strategic objectives and provides a safe and healthy environment for all.
11. Have a personal responsibility for Safeguarding and promoting the welfare of children, young people and vulnerable adults to ensure compliance with Safeguarding policies and procedures. Attending home visits, support incidents of trauma, and submitting information for and attending case conferences if required.
12. Any other reasonable task as requested by the Line Manager and to meet the needs of the organisation.

Person Specification

Student Support Officer - Wellbeing

QUALIFICATIONS	Essential	Desirable	How assessed*
Hold a level 3 qualification in any subject	✓		AF/Cert
English and maths at level 2	✓		AF/Cert
Hold or be willing to work towards a coaching qualification	✓		AF/Cert
L2 Counselling or a willingness work towards		✓	AF/Cert
Mentoring qualification or a willingness to work towards	✓		AF/Cert
Hold or be willing to work towards a relevant L3 teaching qualification e.g. PTTLs	✓		AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Experience of coaching and engaging with learners in an educational setting.	✓		AF/IV
Experience of working to safeguard young people and work with agencies to support.	✓		AF/IV
Experience of record keeping, data inputting, and providing timely reports.	✓		AT
Accessing and navigating confidently around ICT systems and databases including eILP or equivalent.	✓		IV
Work calmly under pressure and highly organised.	✓		AF,AT,IV
Able to identify additional learner support needs.	✓		IV
Anticipate changes to service required to constantly improve the learner experience.	✓		IV
Experience of working professionally with a range of partner Organisations and making referrals.	✓		AF/IV
A good understanding and knowledge of safeguarding, equality and diversity, benefit entitlements, and general student health, pastoral support and welfare issues.	✓		IV
SKILLS AND ABILITIES			
Work effectively on own initiative and as a member of a team.	✓		AF,IV
Meet key service targets and objectives.	✓		AF,IV
Have a proven understanding and commitment to the development and provision of excellent customer service in enhancing the learner experience.	✓		AF, IV, AT
Confident with the use of IT to include monitoring statistical reporting highlighting areas of achievement and concern.	✓		AF, IV, AT
Work successfully with colleagues at all levels of an organisation to achieve results.	✓		AF,IV
Confident, approachable and friendly disposition with strong communication and interpersonal skills.	✓		AF,IV
Creates a positive image of the college through the delivery of a high quality customer focussed service.	✓		AF,IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV=Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert=Certificate checked at interview