

**Job Description**

**Student Support Officer – Vulnerable Students**

Job Title: Student Support Officer – Vulnerable Students

Directorate: Student Services

Grade: Scale 5

Hours: 36 hours per week, 39 weeks per year to cover term times

Responsible to: Head of Guidance and Student Services and DSL

Base: Harrow College Campuses

**MAIN SCOPE OF POST**

To work directly with young people in an informal environment and in particular to work with our vulnerable students and provide appropriate support.

Ensure that the Student Support Service is available to all students at both campuses and encourage all students to use the student social spaces and participate in student extracurricular activities.

**DUTIES**

The post holder will:

1. Provide one-to-one welfare support, using appropriate means available, including other support services within the College and external services.
2. Be a designated safeguarding officer after completing appropriate training.
3. Provide one-to-one support for vulnerable students (including Looked After Children and Unaccompanied Minors).
4. Arrange and attend PEP (Personal Educational Plan) meetings for caseload of Looked After Children whilst liaising with various external agencies.
5. Assess applications for financial support, prepare the applications and ensure responses are given to the applicant within agreed timescales.
6. Ensure the accurate and timely administration of processes relating to Student Support activities and ensure notes of one-to-one meetings are taken and kept securely.
7. Provide professional advice and guidance to students on issues such as mental health, wellbeing and other concerns such as drugs and alcohol awareness.
8. Work with external agencies to ensure knowledge of appropriate referral pathways and that studenta have access to appropriate support networks.
9. Maintain confidentiality of records and meetings with students and respect all users of the service.
10. Take an active role in the Student Support enrolment activities, support the College Student Council and Student Voice activities.
11. Be proactive across the full Student Support Service, including covering for absent colleagues, and take an active part in regular team meetings.
12. Set a good example at all times in terms of language used with students, timekeeping, attendance and professional behaviour in general.
13. Implement the College’s Equality and Diversity and Safeguarding Policies and ensure compliance at all times.
14. Take an active role in Staff Development, Mentoring new staff and Appraisal processes.
15. Comply with all College Health and Safety regulations and assist in the implementation of the Health and Safety Policy.
16. Undertake any other duties commensurate with this job role which may reasonably be required by the Student Support Manager.

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| Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College. |

**Person Specification**

**Student Support Officer – Vulnerable Students**

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|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
|  Good standard of education including English and Maths at GCSE level or equivalent | **✓** |  | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| Experience of working with young people (aged 14+) in an informal and supportive environment  | **✓** |  | AF/IV |
| Ability to communicate confidently and relate to people from a wide variety of backgrounds | **✓** |  | AF/IV |
| Excellent communication and interpersonal skills | **✓** |  | AF/IV |
| An understanding of the importance of, and commitment to, Safeguarding and Equality and Diversity in education | **✓** |  | AF/IV |
| Good understanding of the specific needs of vulnerable students, including Looked After Children | **✓** |  | AF/IV |
| Excellent customer service skills | **✓** |  | AF/IV |
| Good working knowledge of Microsoft Office packages, particularly Word and Excel or willingness to develop IT skills | **✓** |  | AF/IV |
| Willing to become a designated Safeguarding Officer after a period of training | **✓** |  | AF/IV |
| Good listening skills | **✓** |  | AF/IV |
| Good organisational and administrative skills | **✓** |  | AF/IV |
| Good written communication skills | **✓** |  | AF/T |
| Experience of youth work and/or social work |  | **✓** | AF/IV |
| Some knowledge of local support agencies |  | **✓** | AF/IV |
| Personal Attributes |  |  |  |
| Responsible, reliable and able to work flexibly without direct supervision | **✓** |  | AF/IV |
| Ability to work effectively as part of a team | **✓** |  | AF/IV |
| Ability and willingness to travel between the two Campuses (Harrow on the Hill and Harrow Weald) | **✓** |  | AF/IV |
| Willingness to work flexibly when required including some evenings and weekends  | **✓** |  | AF/IV |
| Ability to promote the College Healthy Lifestyle initiative  | **✓** |  | AF/IV |
| Professional approach to work and ability to set a good example to students | **✓** |  | AF/IV |
| Competencies*Support staff should be able to demonstrate competency in the following areas:*Communication; Planning and Organising; Working Together Customer Services; Adaptability/Flexibility | **✓** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form T = Test (Literacy/numeracy test at interview stage)

Cert = Certificates checked at interview IV = Interview