



Pastoral Officer

Purpose of the Job

The Pastoral Officer is responsible for supporting the health, welfare, and medical needs of pupils within the school, ensuring that pupils who are unwell or have ongoing medical needs are cared for safely, compassionately, and in line with school policies and statutory guidance. The role works closely with pupils, families, staff, and external professionals to promote wellbeing, support inclusion, and enable pupils to access education safely.

Key Accountabilities

- Build and maintain positive, trusting relationships with pupils, ensuring that all medical and personal information is accurate, up to date, and managed confidentially in line with school procedures.
- Supervise and care for pupils who become unwell during the school day and ensure that they receive appropriate medical treatment, either at home or at school, informing parents/carers if it is necessary for them to go home.
- Support the effective management of pupils' medical conditions in school, working in partnership with parents/carers, class teams, and external professionals.
- Contribute to the development, review, and maintenance of individual health care plans, ensuring these are shared with relevant staff.
- Act as the school's main first aider, providing initial first aid to pupils and staff, and ensuring emergency medical services are contacted when required.
- Provide on-going emotional and medical support to staff as appropriate
- Administer prescribed medication to pupils, including those with complex medical needs in accordance with individual healthcare plans
- Oversee the safe storage, disposal, and accurate record keeping of medication in accordance with school policies and procedures.
- Ensure the safe storage, availability, and appropriate stock levels of first aid equipment and medical supplies.
- Maintain accurate, timely, and confidential records of family and pupil support, using school systems in line with data protection and safeguarding procedures.
- Work with identified children to support and promote eating, where a specific need has been identified

- Complete risk assessments for pupils and staff with medical care requirements within school, including return to work risk assessments, with support of the Pastoral and Medical Lead.
- Support the DSL team by attending or providing reports for Child in Need (CIN), Team Around the Family (TAF), and other multi-agency meetings as required.
- Respond promptly to assistance alarms, providing medical support as required.
- Provide guidance and support to parents/carers, including signposting to external services and agencies when appropriate.
- Undertake any other duties required within the level and responsibilities of the post, as directed by the Medical or Pastoral Lead.

Person Specification

Post:

ESSENTIAL	DESIRABLE
Qualifications	
Willingness to undertake relevant training, including safeguarding. Commitment to ongoing professional development.	GCSE Grade C in English and Maths Paediatric First Aid Training
Experience	
Experience of supporting children or young people with medical, health, or care needs within a school, childcare, healthcare, or similar setting. Experience of administering or supporting the administration of prescribed medication in line with procedures. Experience of working collaboratively with parents/carers and professionals to support children's wellbeing. Experience of maintaining accurate records and handling confidential and sensitive information appropriately.	Experience working in a school environment, particularly within a pastoral, welfare, or SEND context. Experience of supporting pupils with long-term or complex medical conditions. Experience of contributing to or writing individual healthcare plans or risk assessments. Experience of supporting manual handling within a school Experience of providing support to pupils with challenging behaviour
Knowledge, skills and abilities	
Sound understanding of medical needs in an educational or care setting, including individual healthcare plans and risk assessments. Ability to provide first aid and respond calmly and effectively to medical emergencies. Strong interpersonal skills with the ability to build positive, trusting relationships with pupils, families, and colleagues. Good organisational skills, including the ability to manage medication, medical supplies, and documentation accurately.	Experience of supporting pupils with eating difficulties or other specific health-related needs. Familiarity with electronic record systems or safeguarding/medical logging systems.

Ability to communicate clearly and professionally with pupils, staff, parents/carers, and external agencies. Understanding of safeguarding and child protection principles and a commitment to promoting pupils' welfare. Ability to work well as a member of a team. Ability to work on own initiative and organise own workload. Ability to communicate information and ideas effectively to a range of audiences, through good written and oral communication skills. ICT skills	
Equality, inclusion and safeguarding issues	
Ability to integrate equality policies into service delivery Commitment to safeguarding Responsible for following the schools health & safety policy, practices and procedures Awareness of and commitment to confidentiality	
Personal Qualities	
Confidence in offering advice and signposting parents/carers to external services. Empathetic, approachable, and trustworthy, with a genuine commitment to supporting families. Calm and resilient when working with families experiencing stress or crisis. Proactive, flexible, and solution-focused in supporting pupils and families. Able to work independently while also contributing effectively as part of a wider pastoral and safeguarding team. Commitment to equality, inclusion, and the values and ethos of the school.	Confidence in advocating for families and working with external agencies on their behalf.