



Pastoral Officer – Family Support

Purpose of the Job

The Pastoral Officer works in partnership with pupils, families, and school staff to remove barriers to learning by providing practical, emotional, and early help support. The role focuses on strengthening family engagement, supporting access to entitlements and services, and promoting pupil wellbeing through targeted family support, effective signposting, and coordinated intervention within a safeguarding framework.

Key Accountabilities

- Build and maintain positive, trusting relationships with pupils and families to support engagement, wellbeing, and access to education.
- 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.
- Act as a key point of contact for families requiring additional support, providing practical guidance, advocacy, and early help where appropriate.
- Provide direct family support, including assistance with form filling and written communications such as DLA applications, housing forms, school correspondence, and referrals to support services.
- Support families to understand and navigate education, health, and social care systems, signposting to internal and external services as appropriate.
- Lead on the coordination and day-to-day management of the Magic Breakfast provision, including stock management, ordering, distribution, monitoring uptake, and liaising with school staff to ensure pupils' needs are met sensitively.
- Work with pupils and families experiencing hardship to identify barriers to attendance, wellbeing, or engagement, contributing to agreed support plans.
- Maintain accurate, timely, and confidential records of family and pupil support, using school systems in line with data protection and safeguarding procedures.
- Work closely with the Designated Safeguarding Lead (DSL) and pastoral team to identify emerging concerns and contribute to early intervention and safeguarding processes.
- 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.
- Liaise with external agencies including health services, housing providers, benefit services, voluntary organisations, and community support services.

- Contribute to whole-school strategies that promote inclusion, attendance, and family engagement, such as coffee mornings, informal sessions and informal support meetings for families.
- Respond promptly to assistance alarms, providing medical support as required.
- Uphold and model the school's values and ethos, maintaining professional boundaries and a non-judgemental approach at all times.
- Undertake any other duties required within the level and responsibilities of the post, as directed by the Pastoral Lead or Senior Leadership Team.

Person Specification

Post:

| ESSENTIAL | DESIRABLE |
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| Qualifications | |
| <p>Willingness to undertake relevant training, including safeguarding.</p> <p>Commitment to ongoing professional development.</p> | <p>A good level of education to at least NVQ Level 3 (or equivalent), with a GCSE Grade C in English and Maths.</p> <p>A relevant qualification in family support, education, youth work, social care, or a related field.</p> <p>Paediatric First Aid Training</p> |
| Experience | |
| <p>Experience of working with children, young people, and/or families in a school, education, community, or support setting.</p> <p>Experience of providing practical family support, including assisting with form filling, written correspondence, or applications (e.g. benefits, housing, or support services).</p> <p>Experience of maintaining accurate, confidential records and handling sensitive information appropriately.</p> <p>Experience of working collaboratively with colleagues and external professionals.</p> | <p>Experience of working with families facing barriers such as hardship, attendance concerns, or engagement difficulties.</p> <p>Experience of supporting families to access community, voluntary, or statutory services.</p> |
| Knowledge, skills and abilities | |
| <p>Good understanding of the challenges faced by families and the impact these can have on children's wellbeing, attendance, and learning.</p> <p>Ability to communicate clearly and sensitively with parents/carers from a range of backgrounds.</p> <p>Strong organisational skills, including the ability to manage practical systems such as breakfast provision, resources, and documentation.</p> <p>Knowledge of safeguarding and child protection principles, with the ability to identify and report concerns appropriately.</p> | <p>Familiarity with electronic record systems or safeguarding/medical logging systems.</p> <p>Knowledge of local support services, benefit systems, and community resources.</p> |

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