



JOB DESCRIPTION

Job Title	Parent Support and Welfare Officer
Grade	Scale 5
Working Pattern	32.5 hours per week, term-time only Monday to Friday, 8:30am – 3:30pm (half an hour lunch break)
Contract Type	1year fixed term contract with possibility of extension
Job Evaluation ID Number	To be allocated
Department	Children Services
Reports to	School Business Manager

Purpose of the Role

To work in partnership with parents, carers, pupils and school staff to provide early support, guidance and practical assistance to families. The Parent Support Advisor will support pupil wellbeing, attendance, safeguarding and engagement while also coordinating the school's medical and first aid provision to ensure pupils' health, safety and welfare needs are effectively met.

Key Responsibilities

Parent and Family Engagement

- Act as a welcoming, approachable and professional first point of contact for parents, carers and families.
- Build positive, trusting relationships with families to encourage engagement with the school and support children's learning and development.
- Provide advice, guidance and practical support to parents and carers on issues affecting children's education, attendance, behaviour, welfare and wellbeing.
- Support parents in understanding school policies, procedures, routines, expectations and the range of support available.
- Signpost and refer families to appropriate internal and external services, including health, early help and community organisations.
- Plan and deliver parent workshops, information sessions and family learning activities to strengthen parenting skills and promote children's learning and wellbeing.
- Encourage positive home–school partnerships and increase parental involvement in school activities and events.
- Promote positive routines at home, including attendance, behaviour, reading and learning, to support children's progress and wellbeing.
- Organise and support parent meetings, coffee mornings, transition events and family engagement activities.



- Work collaboratively with safeguarding team and external professionals to ensure families receive coordinated and effective support.
- Maintain accurate, confidential records of family support, interventions and referrals in line with school policies and safeguarding procedures.

Medical and First Aid Responsibilities

- Act as the school's primary First Aider and manage the medical room, facilities and first aid supplies.
- Provide first aid support in line with school procedures and accompany pupils to medical facilities where required.
- Manage pupil medication, medical needs and specialist support equipment safely and appropriately.
- Support pupils with personal care needs, including assistance with hygiene, changing soiled clothing and managing bodily fluids where required.
- Liaise with the school nurse, health professionals and medical services to coordinate health support, screenings and care.
- Maintain accurate records of pupil illness, medication, vaccinations, allergies, medical needs and first aid incidents.
- Support pupils with specialist care programmes, including physiotherapy or other health interventions, as directed by professionals.
- Develop, review and implement individual healthcare plans in partnership with parents, carers and healthcare professionals.
- Ensure medical information and care plans are accessible to relevant staff while maintaining confidentiality.
- Manage the secure transfer of confidential medical information between schools where required.
- Complete statutory medical reports, returns and relevant health documentation.
- Ensure appropriate first aid arrangements are in place for educational visits, trips and off-site activities.
- Oversee first aid provision, including staff training requirements, supplies and record keeping.
- Maintain accident and incident records and process reports in line with school procedures.
- Liaise with relevant staff regarding accidents, injuries and health and safety matters.
- Ensure medical procedures comply with school policies, safeguarding requirements, health and safety legislation and statutory guidance.

General Responsibilities

- Support office staff as needed, providing assistance with administrative and operational tasks to ensure the smooth day-to-day running of the office.
- Work in accordance with school policies, safeguarding procedures and confidentiality requirements.
- Maintain professional boundaries when working with pupils, families and external agencies.



- Develop positive working relationships with pupils, parents/carers, staff and professionals.
- Participate in relevant training and professional development opportunities.
- Promote a safe, healthy, inclusive and supportive school environment.

The duties outlined above are not intended to be exhaustive or exclusive. The postholder may be required to undertake other appropriate duties within the scope and grading of the role, as directed by the Line Manager and in accordance with the postholder's skills, experience and competence.

SIGNED:.....

NAME:..... **DATE:**.....

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	• GCSE English and Mathematics (Grade C/4 or above) or equivalent. • Current First Aid at Work or Paediatric First Aid qualification (or willingness to obtain immediately upon appointment).	• Relevant Level 3 qualification in Education, Health, Childcare, Family Support, Social Care or a related field. • Safeguarding training. • Mental Health First Aid or equivalent qualification.
Knowledge	• Understanding of the barriers that can affect children's learning, attendance and wellbeing. • Knowledge of safeguarding and child protection responsibilities. • Knowledge of confidentiality, GDPR and information sharing principles. • Understanding of health, safety and first aid responsibilities within a school.	• Knowledge of local family support services and community organisations. • Understanding of school attendance guidance and statutory responsibilities relating to supporting pupils with medical conditions.



	• Awareness of equality, diversity and inclusion.	
Skills and Abilities	• Excellent interpersonal and communication skills. • Ability to build trust and maintain positive relationships with children, families and professionals. • Ability to remain calm and respond effectively in medical emergencies. • Strong organisational and administrative skills. • Ability to maintain accurate medical, welfare and safeguarding records. • Ability to prioritise workload and manage competing demands. • Ability to work independently and as part of a multidisciplinary team. • Competent IT skills, including Microsoft Office and electronic record systems. • Ability to maintain confidentiality while exercising professional judgement.	• Ability to deliver presentations or workshops to parents and carers. • Experience using school management information systems (e.g. Arbor, Medical Tracker).
Personal Qualities	• Warm, approachable and empathetic manner. • Professional, resilient and emotionally intelligent. • Committed to safeguarding and promoting the welfare of children. • Patient, calm and solution-focused. • Able to establish professional boundaries. • Flexible and adaptable to changing priorities.	• Enthusiasm for developing family engagement initiatives and supporting whole-school wellbeing.



	• Reliable with excellent attendance and punctuality. • Committed to inclusion, equality and promoting positive outcomes for all pupils. • High level of integrity, discretion and professionalism.	
Other Requirements	• Willingness to undertake further professional development and training. • Ability to meet the physical requirements of providing first aid and supporting pupils with personal care where necessary. • Satisfactory enhanced DBS clearance with Children's Barred List check. • Commitment to safeguarding, equality and the school's values and ethos.	• Full driving licence and access to transport (where required for training or partnership working).