



Role Profile and Person Specification

Student Support Assistant

Role Profile / Job Description

Job Title:	Student Support Assistant
School /Academy:	The Ropemakers' Academy
Hours per week:	36 hours, Term time only plus INSET days
Location:	The Ropemakers' Academy, Hailsham, East Sussex
Reports to:	Class Teacher and School Leadership Team
Role Purpose and Role Dimensions:	<p>The Support Staff for Conflict Resolution and De-escalation plays a vital role in maintaining a safe and supportive learning environment within our SEMH (Social, Emotional and Mental Health) therapeutic special school. This position is responsible for promptly and effectively de-escalating conflict situations and resolving issues as they arise, enabling pupils to return to their classrooms and continue their learning journey.</p> <p>Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties as may be necessary from time to time.</p>
Commitment to Diversity:	<p>As a member of the School Team to take individual and collective professional responsibility for championing the Trust's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.</p>
Other Considerations:	<p>Whilst there are some pupils with EHCP's in main stream schools, the environment in a special school is far more intense and continuously presents a variety of both mentally and physically challenging situations for staff at all levels.</p>

Key Responsibilities:

- 1. De-escalation and Conflict Resolution:**
 - Identify and respond promptly to potential conflict situations, using appropriate de-escalation techniques and strategies.
 - Assess the level of risk and implement appropriate measures to ensure the safety of all individuals involved.
 - Utilize effective communication skills to establish rapport and build positive relationships with pupils, promoting trust and respect.
 - Employ therapeutic approaches to support pupils in managing their emotions and behaviour effectively.
 - Collaborate with teachers, teaching assistants, and other staff members to develop and implement individualized behaviour plans for pupils, as required.
- 2. Crisis Intervention:**
 - Intervene in crisis situations, maintaining a calm and composed demeanour while ensuring the safety and well-being of all individuals involved.
 - Follow established protocols and procedures for crisis management, working closely with designated staff members to implement appropriate strategies.
 - Provide immediate support to pupils experiencing emotional distress or exhibiting challenging behaviour, using de-escalation techniques and therapeutic interventions.
- 3. Conflict Resolution Training and Support:**
 - Assist in organizing and delivering training sessions for staff on de-escalation techniques, conflict resolution, and behaviour management strategies.
 - Support colleagues in effectively implementing behaviour plans and managing challenging situations.
 - Provide guidance and advice to teachers and teaching assistants on strategies for preventing and managing conflict within the classroom.
- 4. Documentation and Reporting:**
 - Maintain accurate and up-to-date records of incidents, interventions, and outcomes, adhering to the school's policies and procedures.
 - Produce written reports on incidents, highlighting patterns and trends for further analysis and improvement.
 - Collaborate with the school's leadership team to identify areas of concern and develop strategies to prevent future conflicts.
- 5. Intervention Delivery:**
 - Supporting class teams with small group or individual interventions across the SEND categories of need
 - Working with professionals and class teams to identify and map out intervention rotas and timetables
 - To support the production of resources for interventions
- 6. PPA Cover Support:**
 - To support class teams with PPA cover as required

Green Statement

This will involve:

Seeking opportunities for contributing to sustainable development of the borough, in accordance with the School/Academy's Green Commitment. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.

Data Protection

This will involve:

- Being aware of the School/Academy's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.

Key Accountabilities and Result Areas:

Key Elements:

Confidentiality

This will involve:

- Treating all information acquired through employment, both formally and informally, in confidence.
- There are strict rules and protocols defining employee access to and use of the School/Academy's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination. This includes respecting and valuing the different experiences, ideas and backgrounds others can bring to work and to teams

Safeguarding

This will involve:

- Displays commitment to the protection and safeguarding of children and young people.
- Values and respects the views and needs of children and young people.
- Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children.

Health and Safety

Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the School Team

This will involve:

- Participating in training to be able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Championing the professional integrity of the School/Academy
- Supporting Best Value and electronic management of processes.
- Actively sharing feedback on School policies and interventions

Person Specification

Job Title:

Student Support Assistant

Essential Qualifications and Requirements

- Experience in a similar role, preferably within an SEMH therapeutic special school or a related setting.
- Excellent verbal and written communication skills, with the ability to effectively communicate with pupils, staff, and parents/guardians.
- Strong interpersonal skills, including empathy, patience, and the ability to build positive relationships with pupils displaying challenging behaviour.
- Sound knowledge of de-escalation techniques, conflict resolution strategies, and behaviour management approaches.
- Familiarity with therapeutic interventions and approaches for supporting pupils with SEMH needs.
- Ability to remain calm and composed in high-pressure situations, demonstrating resilience and adaptability.
- Proficient in maintaining accurate records and producing written reports.
- Relevant training or qualifications in behaviour management, conflict resolution, or related fields would be advantageous.

Note: This job description outlines the primary duties and responsibilities associated with this position. However, it is not an exhaustive list, and additional tasks may be assigned as necessary to meet the needs of the school