Aberdeen City Council

Job Profile

Pupil Support Assistant

About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The Local Outcome Improvement Plan 2016 – 2026 (LOIP) identifies how Aberdeen City Council, together with our Community Planning Partners, will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes aligned to the determinates of good health
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better improve outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into three functions, two of which are aligned to the wider determinates of good health and the final function focussed on good governance. Each function is divided into clusters, and within each cluster are service areas/teams. Teams from across the Council prioritise working together with local and regional partners to ensure a collective focus on improving outcomes for our citizens in keeping with the wider determinates of good health.

About the **Families & Communities** Function

The function comprises Education & Lifelong Learning, Housing, Children's Social Work & Family Support, and Corporate Landlord which is responsible for the physical assets associated with each of these service areas. The function will ensure that services are delivered in an integrated manner to achieve better outcomes for people in Aberdeen City, within the framework of statutory responsibilities and consistent with the Council's strategic objectives.

The function leads the development and delivery of a Family Support Model to enable delivery of The Promise and closer multi-disciplinary working at locality and neighbourhood level. It provides vision, leadership, strategic direction and professional advice to enable successful delivery the council's and Community Planning Partnership's priorities for families and our communities. The function facilitates multi-agency working at the most local level to support children and families; and ensure readiness and effective implementation of anticipated reforms to further strengthen the model of Family Support.

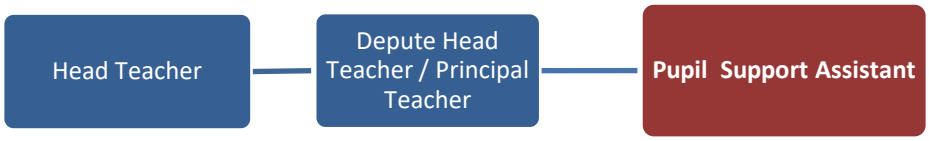
About the **Education & Lifelong Learning** Cluster

The Education & Lifelong Learning cluster aims to reduce inequalities in educational outcomes and raise attainment by working with other partners to take account of what we know about the wider determinates of good health. The cluster supports lifelong learning to enable and empower the people of Aberdeen to fulfil their potential and contribute to the social, cultural and economic prosperity of our city.

About the Role

To help promote effective learning, teaching, personal development and an atmosphere where pupils can achieve to reach their potential under direction and supervision.

Job Title	Pupil Support Assistant
Pay Grade	G9
Job Family	Social & Community Services
Location	Aberdeen City Wide – see advertised location



Key Outcomes and Task Examples

The post holder will deliver the following outcomes:	Examples of related tasks:
Providing a frontline service	• Support learning and teaching activities in the classroom • Support pupils during learning activities and breaks including lunchtime • Promote positive behaviour and positive relationships • Assist with the preparation, organisation and use of resources • Ensure the care, welfare and health and safety of pupils • Administer and provide medical and/or personal care for pupils as required • Use appropriate language which is clear and unambiguous
Ensuring Compliance	• Meets and maintains standards consistently • Takes a positive approach to work • Is flexible and willing to accept change • Maintains confidentiality • Complies with Council policies, procedures and guidelines

Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

Minimum Qualification(s) / Certificates / Memberships etc. required	• PVG membership for regulated work with children and/or protected adults or, a willingness to obtain prior to a formal offer of employment being made
As a minimum, demonstrate skills and experience in	• Proven oral communication, literacy and numeracy skills • Empathy, patience and tolerance and to respond positively to a variety of additional support needs • Establishing positive relationships with others

As a minimum, demonstrate an understanding of	• Working with children and young people • Being solution focussed
Demonstrate commitment to	• Relevant approved first aider qualification and keep it up to date with appropriate refresher training • The principles and aims of Aberdeen City Council • Completion of Aberdeen City Council mandatory training courses and role specific training • Keeping skills and knowledge up to date
Other requirements	• The ability to travel to locations around the city to meet the requirements of the role

Our Guiding Principles

We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other:

Purpose	We care about our purpose, our people and our city
Pride	We take pride in what we do and work to make things better
Team	One team, one council, one city
Trust	We trust each other and take responsibility
Value	We value each other and recognise a job well done

Job Profile Version Date	July 2024	**Job Evaluation Number**	3710

Core Principles

Mental Health / Be Kind / Open Mindedness / Equality & Inclusion / Reliability / Encourage Success

Children & Young People of Scotland ask that…

Essential

- You must be authentic, calm, approachable, and welcoming.
- You encourage and help young people to find support if they need it.
- You must be kind! Respect and try to understand children and young people and their lived experience. Take their concerns and worries seriously.
- You must ask clear questions, actively listen to children and young people's answers, and explain any actions you will take.
- You demonstrate that you're worthy of trust by doing what you say you will.
- You are open-minded and fair. You don't jump to conclusions or judge.
- You recognise that all children and young people are individuals. The person in front of you will need a personalised approach and supports.
- You trust that the child or young person in front of you knows themself. You ask for and listen to their views, and you don't patronise them.
- You treat children and young people as your equal and talk directly to them.
- You offer realistic, helpful advice.

Desired

- You are hopeful about the individual you are talking to, as well as the support you can offer them.
- You encourage children and young people to embrace their strengths. You are enthusiastic and positive about what they can do.
- You notice when children and young people are struggling and know the next steps to take to help them.
- You know when to use humour, and when to be serious.
- You help young people relax by being friendly, caring and putting them at ease.

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Skills and Experience

- You welcome children and young people from all different backgrounds and experiences.
- You understand that all children and young people have mental health, just like everyone has physical health, and sometimes they need support with this.
- You understand that we all have emotions, thoughts and behaviours that affect our mental health, and that is perfectly normal.
- You recognise that individuals aren't defined by just one aspect of their life or experiences.
- You want to learn about issues that affect children and young people's lives (including their experiences of gender, sexuality, disability, race, and care). You consider the ways these experiences might impact wellbeing and mental health.
- You understand the difference that positive relationships can make.
- You want to be a trusted, reliable adult for children and young people, no matter what your job is.