

Job Description

Job Title Pupil Support Worker

Level Level 6

Service Educational Services

Job Purpose

To work collaboratively across all education establishments to:

- Working alongside the pupil support coordinator, take a lead role in meeting the educational, care and welfare needs of all pupils, ensuring those with intensive and complex and/or high level of language support needs can effectively access the curriculum.
- Working alongside the pupil support coordinator, take a lead role in the development and delivery of individual, group and whole school approaches and programmes in specialist areas, including, but not restricted to: maximising attendance, bilingual support, neurodiversity, speech, language and communication, de-escalation.
- Support in the day-to-day operations of the school, as directed by school leadership team.

Date: Sept 2026



Post Responsibilities:

- Working as part of the school team, ensure the ongoing health, safety and welfare of the pupils and bringing any child protection matters to the attention of the teaching staff in accordance with school procedures.
- Provide targeted support to pupils with intensive and complex needs.
- Complete and share routine documentation related to pupil welfare requirements. e.g. Medication. This may include supporting the coordination for risk assessment within and out-with the school environment when required.
- Providing comfort and care for minor accidents, upsets, or ailments e.g. cuts and bruises; and reporting these to teaching colleagues.
- Providing personal care to pupils with complex additional support needs e.g. feeding, toileting, changing, dressing whilst encouraging independence and ensuring their safety and comfort. This may include gastronomy/peg-feeding, catheterisation, tracheostomy (all once relevant training has been undertaken).
- Assisting the pupil support coordinator to plan and deliver whole school and individual plans involving all key partners and agencies.
- Building capacity of support staff and teaching staff across the local authority by providing advice and training in key areas.
- Work directly with parents of pupils with intensive and complex needs to provide advice and give feedback on matters relating to their child.
- Build relationships with families to help them engage with their children's learning by: removing barriers to their and their children's involvement in school life; helping them participate in evidence-based parenting groups; support their attendance at relevant meetings.
- Supporting with planning, implementing and reviewing group and individual programmes.
- Ensuring that individual pupils' learning profiles are kept up to date and provide records at appropriate meetings, as required.
- Make links with relevant organisations in the community to develop networks of support and the opportunity to complement school-based and partner services' support.
- Leading and supporting pupils in the community when activities out with school are undertaken.
- Working collaboratively with the pupil support coordinator, plan transition programmes for pupils moving schools e.g. supervising and escorting pupils to the receiving school; assisting with allocated tasks; and encouraging pupils to participate in group activities.
- Ensure personal adherence to Council's policies and procedures, legislation and safe practices.
- Carry out day to day duties as allocated or agreed with your line manager.
- Promote independent learning skills.
- Support the quality of learning and teaching in the classroom.
- Participating in professional development opportunities, in-service and refresher training as deemed appropriate.



- Undertake such duties within the range of the post as may from time to time be required by the Head Teacher or any other person acting on their behalf.

Possession of:

- HNC Early Education and Childcare or SVQ 3 Early Years Care and Education or SVQ 3 Children's Care, Learning and Development or CACHE Level 3 Diploma in Child Care and Education or HNC Additional Support Needs.
- Alternatively, applicants who do not hold one of the above qualifications may be considered where they can demonstrate all the following:
 - a minimum of two years' relevant experience supporting children or young people with Additional Support Needs (ASN) within an education, care or similar environment; and
 - Relevant training in supporting learners with ASN, including moving and handling training where appropriate to the role; and
 - The ability to demonstrate the knowledge, skills and experience required to fulfil the duties of the post.
- HIV/Aids and Child Protection Modules must be undertaken in-house if not already completed whilst undertaking the above qualifications.
- Evidence of commitment to CPD would be an advantage.

Substantiated ability to:

- Work flexibly and adapt to busy and changing classroom circumstances, including being asked to substitute for other support staff at short notice and responding quickly to pupils who need extra support.
- Take a lead role in planning and implementing activities aimed at supporting pupil learning and development, amongst other tasks.
- Demonstrate a broad understanding of current priorities and drivers in inclusive education and learning generally and in specialist areas.
- Be solution focussed when dealing with issues that may arise when working with partners, colleagues and stakeholders e.g. negotiating flexibility and adaptability to individual pupils' needs.
- Demonstrate empathy and nurturing skills when providing emotional support and reassurance to pupils and other support workers, demonstrating appropriate interactions and responses to others.
- Driving across different Education establishments in South Ayrshire Council.
- Be willing to participate in voluntary extra-curricular activities is desirable.
- Work within a multi-discipline team.
- Meet the standards required under the Values and Behaviours of South Ayrshire Council.

Demonstrable experience of:

- Working with children and young people and their families and a demonstrable knowledge of Children's Rights.
- Working knowledge and experience of child planning processes, GIRFEC and associated record keeping.
- Clerical skills with the ability to undertake clerical and support tasks.
- Demonstrate empathy and nurturing skills when providing emotional support and reassurance to pupils and other support workers, demonstrating appropriate interactions and responses to others.
- Good organisational skills.
- Show willingness to work with additional support needs children.
- Being involved in the operation of a school i.e. School board member, fund raising activities or with voluntary groups e.g. Brownies, Cubs etc. is desirable.



- Ability and willingness to work as part of a team, give and take instruction and contribute own ideas.
- A broad understanding of current priorities and drivers in inclusive education and learning generally and in specialist areas.
- Skills in arts/crafts, music or other relevant specialist activities is desirable.
- An awareness of school curriculum is desirable.

Proven technical understanding of:

- Basic knowledge of computer systems is desirable.
- Full UK driving licence is a mandatory requirement.

In terms of the Protection of Vulnerable Groups (Scotland) Act 2007, this post is designated as Regulated Work. Consequently, in order to undertake the duties of this post, you must hold Membership of the Protecting Vulnerable Groups (PVG) Scheme.

If you are charged with any offence, or are involved in any activity which may have implications For your membership of the PVG Scheme, you must immediately notify your Line Manager.

