

# Salendine Nook High School

## PERSON SPECIFICATION – Student Support Manager

### Essential

- ✓ High standards of achievement and professionalism.
- ✓ Excellent communication skills both written and oral and the ability to communicate effectively with staff and students.
- ✓ Good organisational and planning skills including prioritising tasks.
- ✓ Ability to work as part of a team and on own initiative and with resilience.
- ✓ Thinking creatively to anticipate and solve problems.
- ✓ High expectations of others.
- ✓ Staying calm and cheerful when working under pressure.
- ✓ Confident in offering support and guidance to staff, students and parents.
- ✓ Sharing and contributing to the aims and ethos of SNHS including a positive attitude to working with people with disabilities
- ✓ Commitment to the personal development of all students, staff and self.
- ✓ Being prepared to take advice, recognising own need for development and keen to learn new skills.
- ✓ To have a good health and attendance record, and being committed to maintaining this to carry out a busy and demanding post.

### Desirable

- ✓ Successful experience of managing and organising own work.
- ✓ Having a sense of humour.
- ✓ Experience of working in an educational setting with students with challenging behaviour
- ✓ Demonstrable experience of working with young people and families
- ✓ Experience of working in a multi-agency setting
- ✓ An understanding of the specialist support services available to young people locally.
- ✓ Hold relevant professional qualification in education, youth or social work or has other relevant experience of working in the police, youth offending or health sector that would demonstrate an ability to work with young people.
- ✓ Holds First aid at work qualification or willingness to undergo first aid training.

### Practical skills

- ✓ Ability to prioritise own workload
- ✓ Counselling skills
- ✓ Ability to communicate with young people, both individually and in a group setting.
- ✓ Ability to motivate and engage young people to address the difficulties they are experiencing at home/school that affect their ability/willingness to learn
- ✓ Ability to assess the needs of young people and their families and to work with other agencies to formulate and deliver packages of support.
- ✓ Able to build constructive relationships with parents and carers
- ✓ Able to develop and maintain close links and work effectively with staff from other agencies
- ✓ Able to gather information and produce reports
- ✓ Confident basic user of ICT. Must be numerate and well organised.
- ✓ Good planning and organisational skills and a flexible approach to the management of work.
- ✓ Deliver intervention programmes to groups of students

### Personal qualities and attributes

- ✓ Self-motivating with the ability to multi-task.
- ✓ Good interpersonal skills, and the ability to enthuse and motivate others.
- ✓ Excellent interpersonal skills and ability to work with people at all levels.
- ✓ Flexible and adaptable.