

JOB DESCRIPTION: Student Support Officer (Medical/First Aid)

Date:	September 2024
Reporting to:	Administration & Business Support Manager/Team Leader
Responsible for:	None
Salary:	NJC Scale 4, Point 7 to 11
Working Conditions:	32.5 hours/week; term time plus 5 days

Main Purpose of the Job

To act as a first point of contact for student enquiries at the student reception desk, maintaining relevant systems and general administrative duties.

To act as the main First Aider for students and staff, providing first aid assistance and support with medical conditions/administering medication in line with students' support plans.

Main Responsibilities

- Be responsible for appropriate First Aid provision across the College; act as the first contact for First Aid and/or medical issues, ensure all necessary records are maintained and relevant authorities notified; maintain Medical Supplies/First Aid kits
- Ensure all accidents are recorded accurately and appropriately reported as necessary.
- Maintain, administer and record approved medication for students; keep medication in appropriate and secure conditions in accordance with the recommendation for the medicine, relevant College policies and parental permissions.
- Liaise with external agencies and the SEND Manager to arrange for medical intervention, such as physiotherapy, and ensure appropriate arrangements are made to facilitate those.
- Manage the use of the College's 'Sick Bay' and Medical Intervention Room, ensure that students needing to use those facilities are appropriately supervised and parents and medical services are contacted as required.
- Provide student services support, answering general telephone calls and dealing with face-to-face enquiries from students, staff and parents/carers and ensuring security procedures are adhered to.
- Assist with the administration of the student attendance system as required.
- Assist with distributing of information for Form Tutors
- Assist the Business Support Manager in all student administration related matters and carry out other administrative tasks under his/her direction
- Assist with the administration of school trips, collecting monies, obtaining parental consent forms, preparing trip documentation and FSM and First Aid provision for school trips as required.
- To assist students with any issues related to their dinner money accounts using the College's cashless catering system, contacting parents if dinner money accounts are overdrawn, issuing cashless catering cards/take biometric prints etc
- Assist the Business Support Manager with the administration of student locker allocations.
- Assist with the administration in relation to school trips / events etc.

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General Responsibilities/Organisational Effectiveness

- To undertake supervisory duties at breaks and lunchtimes
- To work collaboratively with other team colleagues as required.
- To work at all times in accordance with the mission, ethos and values of the College.
- To understand and adhere to College policies and procedures.
- To have knowledge of and act in accordance with Health and Safety, Safeguarding and Child Protection policies and procedures.
- To pursue personal and professional development required for the effective performance of the role.
- To set a good example in terms of personal presentation, attendance/punctuality and professional conduct to act as a role model to other staff and students.
- To always maintain confidentiality and discretion
- To attend meetings and other College events as appropriate
- To work as part of the College's support staff team and to provide support to and back-up cover for other team members as appropriate

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change.

The person in the post may also have to carry out other duties as may be necessary from time to time.