



JOB DESCRIPTION: Pastoral Key Worker

Line Manager: Deputy Headteacher

Job Purpose

Hillingdon Manor School is seeking a dedicated, compassionate and proactive Pastoral Key Worker to join our committed team. This is an exciting opportunity to support some of our most vulnerable students and their families, helping to remove barriers to education, improve attendance, promote wellbeing, and ensure every child can thrive. The successful candidate will play a key role in working directly with students, families, external agencies and school staff to provide effective pastoral support and strengthen home-school relationships.

About the Role

As a Pastoral Key Worker, you will:

- Build positive and trusting relationships with students and families.
- Work alongside families to improve attendance and engagement in education.
- Identify and help address barriers impacting students' wellbeing, behaviour, attendance and progress.
- Provide emotional and practical support to students experiencing social, emotional or mental health challenges.
- Undertake home visits where appropriate and maintain regular communication with families.
- Support students during key transitions and periods of vulnerability.
- Act as a link between home, school and external agencies.
- Work collaboratively with social care, health professionals, the Local Authority and other support services.
- Monitor attendance and contribute to targeted intervention plans.
- Record and maintain accurate case notes and student support documentation.
- Promote safeguarding and contribute to a culture where students feel safe, supported and valued.
- Contribute to risk assessments, behaviour support plans and student reviews.
- Act as a positive role model and champion high expectations for behaviour and conduct.
- Implement behaviour support strategies and intervention plans.
- Support students in developing emotional regulation, resilience and social skills.
- To share the behaviour analysis reports with relevant staff weekly
- To monitor behaviour, emotional and social issues within all year groups; create appropriate interventions when necessary.
- To develop impact studies from interventions implemented and review next steps.
- To identify personal issues that are affecting students' performance and share this information with relevant staff.

About You

We are looking for someone who:

- Has experience working with children, young people or families.
- Has a sound understanding of safeguarding and child protection.
- Can build positive relationships with students who have complex additional needs.
- Demonstrates excellent communication and interpersonal skills.
- Is empathetic, resilient and solution focused.

- Can manage challenging situations calmly and professionally.
- Has experience working alongside external agencies and multi-disciplinary teams.
- Can maintain accurate records and manage confidential information appropriately.
- Holds a full UK driving licence and is willing to undertake home visits where necessary.

Experience of working within a special school, alternative provision, social care, youth work, family support, attendance, pastoral care or SEND environment would be advantageous.

Why Join Us?

At Hillingdon Manor School, we are committed to providing a safe, nurturing and inclusive environment where every student can achieve success. We offer:

- A supportive and experienced leadership team.
- Opportunities for professional development and training.
- A collaborative and dedicated staff team.
- The opportunity to make a genuine difference to students and families.
- Employee wellbeing support and assistance programmes.