

Job title: School Medical Officer (SEND & Complex Needs)

Department: Children & Adults

Service: Schools

Grade: E

Job Evaluation ID:

1 Job purpose

To lead, manage, and deliver the medical provision, first aid infrastructure, and personal care operations across the school. The Medical Officer ensures pupils with Special Educational Needs and Disabilities (SEND) and complex medical profiles are safe, supported, and afforded the highest possible standards of clinical procedure.

This role involves direct oversight of first aiders and care assistants, managing physical moving and handling protocols, and using CPI safety interventions to support pupils. The post holder works under the guidance of the Lead DSL/ Member of SLT to ensure absolute alignment with statutory safeguarding practices.

2 Principal duties and responsibilities

Main Duties of the job

Medical Room Management & Daily Operations

- Under the supervision of the Lead DSL, manage, structure, and deliver the daily first aid requirements and processes throughout the school, caring for pupils who are injured or become unwell.
- Act as the primary responder to deal with daily medical needs, illnesses, injuries, and sudden medical emergencies.
- Notify parents/carers of injuries or illness, arranging for pupils to be collected and sent home when necessary, as approved by the Headteacher/ SLT.
- Ensure the smooth and efficient running of the medical room, maintaining strict hygiene, cleanliness, tidiness, and clinical standards.
- Audit, maintain, and replenish medical room stock, health supplies, and all designated first aid boxes across the school to ensure they remain fully compliant and within expiry time limits.
- Establish clear medical room processes that can be easily followed by any trained member of staff or first aider during an absence.

Moving, Handling & Physical Care

- Perform and oversee manual lifting, moving, and handling of pupils with complex physical disabilities and limited mobility, utilizing appropriate safety equipment.
- Ensure that all manual handling and positioning tasks are conducted in a manner that preserves the dignity, comfort, and safety of the pupil.

Medication Management & Care Planning

- Dispense, issue, and record medications following stringent procedures for the safe storage, usage, and disposal of medical supplies and drugs in line with school policy.
- Manage the preparation, documentation, and release of medication for pupils participating in external school activities, educational visits, and off-site trips.
- Develop, write, and maintain Healthcare Plans (HCPs) for pupils requiring them, in direct consultation with parents/carers, the Lead DSL, and relevant staff members.
- Liaise with health teams on/off site, regarding pupil health assessments as required.

Oversight, Training & Team Management

- Supervise, schedule, and oversee the daily work of the school's first aider(s).
- Oversee care assistants and support staff who deliver daily personal care and intimate care to pupils, ensuring protocols are followed with dignity and compliance.
- Organise school-wide first aid training, and oversee EpiPen training, delivered by external health services. Provide direct training and support to relevant staff caring for pupils with identified medical or health needs.
- Maintain continuous up-to-date awareness of the latest first aid techniques, and healthcare practices through relevant CPD.

Compliance, Safeguarding & Crisis Intervention

- Apply CPI intervention and de-escalation strategies to manage distressed or challenging behaviours safely and protect pupil welfare.
- Record all medical forms, track consent registers, and keep detailed accident and incident records strictly in line with statutory procedures (e.g., RIDDOR/ Corporate safety/ IRIS).
- Maintain the schools medical register in consultation with the Lead DSL, and SLT, and produce medical statistics as required.
- Work firmly within the guidance of *Keeping Children Safe in Education* (KCSIE), ensuring absolute confidentiality of all medical information and data protection.
- Act as the link to report accidents and public health concerns to appropriate external agencies and personnel.

Health, Safety & Pupil Wellbeing

- Serve as an active member of the school's Health & Safety and Safeguarding teams.
- Write and update Personal Emergency Evacuation Plans (PEEPs) for pupils and staff with physical or medical access needs.
- Provide emotional support to vulnerable pupils during the school day and signpost them to appropriate internal wellbeing resources.
- Support the delivery of the school's wellbeing programs.

General School-Wide Expectations

- Work as an effective, flexible, and collaborative member of the school team, promoting teamwork at all times.
- Observe good working practices and adhere to all school policies, procedures, and current Health and Safety regulations.
- Exercise flexibility regarding working hours and days as reasonably required to carry out the core duties of the role.
- Provide administrative support appropriate, relevant, and commensurate to the medical officer post.
- Undertake any reasonable instruction given by the SLT to ensure smooth role delivery.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder: Care Assistants

6 Post holder's immediate supervisor:
A Senior Leader.

Person specification



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City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Professional qualifications	Relevant clinical or senior healthcare qualification, or equivalent experience in an educational or care environment.		☐		☐	☐
	Current, advanced First Aid qualification (e.g., First Aid at Work / Paediatric First Aid).		☐		☐	☐
	CPI (Crisis Prevention Institute) Certification (or mandatory willingness to undergo immediate training and annual recertification).		☐		☐	☐
	Certified training in Moving & Handling / Manual Handling of people.		☐		☐	
	Evidence of ongoing professional development in health, SEND, safeguarding, or medical practice.	☐	☐		☐	

Knowledge/Skills/Abilities	Strong working knowledge of statutory safeguarding guidance, including Keeping Children Safe in Education (KCSIE) , and secure handling of confidential information under GDPR .		☐	☐	☐	
	Understanding of SEND needs, including complex medical conditions, physical disabilities, and intimate care requirements.		☐	☐	☐	
	Ability to write, review, and implement Individual Healthcare Plans (IHCPs) and Personal Emergency Evacuation Plans (PEEPs) .		☐	☐	☐	
	Competence in medication management, safe storage, controlled drug procedures, and accurate clinical record-keeping.		☐	☐	☐	
	Ability to assess medical situations quickly and make safe, informed decisions under pressure.		☐	☐	☐	
	Skilled in delivering training to staff (e.g., first aid, EpiPen administration, medical protocols).		☐	☐	☐	
	Strong organisational skills, including stock auditing, scheduling, and maintaining compliance logs.		☐	☐	☐	
	Ability to use digital systems for recording medical data, incident reporting, and compiling statistics.		☐		☐	

	Physically capable of performing safe manual handling, lifting, and positioning tasks with pupils who have mobility needs.		☐		☐	
Interpersonal and Communication Skills	Exceptional empathy and emotional intelligence when supporting pupils with vulnerabilities, anxiety, or complex needs.		☐	☐	☐	
	Ability to communicate clearly, calmly, and professionally with pupils, staff, parents/carers, and external health professionals.		☐	☐	☐	
	Skilled at building trust and rapport with pupils who may be distressed, unwell, or experiencing behavioural challenges.		☐	☐	☐	
	Ability to deliver sensitive information with discretion and professionalism.				☐	
	Confident in managing difficult conversations, including health concerns, safeguarding matters, and emergency situations.		☐		☐	
	Demonstrates patience, resilience, and a calm, reassuring presence during medical incidents or crises.		☐		☐	
Personal Qualities	High levels of integrity, reliability, and personal accountability.		☐		☐	
	Compassionate, child-centred approach to all aspects of medical and personal care.		☐		☐	
	Professional judgement and the ability to maintain strict confidentiality.		☐		☐	
	Flexible, adaptable, and able to respond to changing priorities throughout the school day.		☐		☐	
	Strong commitment to safeguarding and promoting the welfare of children.		☐		☐	
General Expectations	Works effectively as part of a multidisciplinary team, contributing to whole-school priorities.		☐		☐	
	Adheres to all school policies, safeguarding procedures, and health and safety regulations.			☐	☐	
	Maintains professional boundaries at all times.		☐		☐	
	Demonstrates excellent punctuality, reliability, and professional conduct.		☐		☐	
	Willingness to undertake additional duties appropriate to the role as directed by the Senior Leadership Team.		☐			
Commitment to Mutual Respect & Good Relations	Actively promotes a culture of dignity, respect, and inclusion for all pupils and staff.		☐		☐	
	Demonstrates sensitivity to cultural, religious, and individual differences in medical and personal care.		☐		☐	
	Upholds the school's ethos of positive relationships, teamwork, and collaborative practice.		☐		☐	
	Models' respectful communication and supports pupils in developing self-confidence and independence.		☐		☐	
	Works constructively with colleagues to maintain a safe, supportive, and nurturing environment		☐		☐	

Work Related Circumstances	Be willing to undertake training and development, as necessary, in order to enhance service delivery.		☐		☐	
	May be required to attend home visits, and accompany pupils on off-site visits to provide medical support.		☐		☐	

P: Pre-application	A: Application	T: Test	I: Interview	D: Documentary evidence
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Prepared by/author: Cheryl Steele

Date: June 2026

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only. It details responsibilities but is not prescriptive and does not direct any particular priorities or amount of time to be spent carrying out the duties. It is not necessarily a comprehensive definition of the post, and the post holder may be required to undertake other duties and responsibilities commensurate with the grade and scope of the post. This job description may be subject to amendment, to meet the changing needs of the School, following appropriate consultation. The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed annually, and may develop to meet the changing needs of the service. The post-holder will need to take due account, in the way they achieve the key result areas, of School policies and procedures.

Signed by Post Holder: _____

Please Print Name: _____

Date: _____