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Module Code: LCHS4001

Module: Academic and employability skills

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Submitted on: March 27th 2026

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1: Written Report

1.1 Introduction

This report will cover the role of a pastoral care worker; they are defined as those who look at the emotional and physical wellbeing of students in schools. The reason this role has been is because of the pastoral workers I had all through my education. It had inspired me to be that helping hand to other students who were having difficult times in their home-life; therefore, then affecting their school life. This role is important because they provide a safe learning environment and manage behaviour. This report will include their responsibilities and how they have an impact on students.

1.2 Description of, and background to, Pastoral Care Workers in Healthcare

According to Academy21 (2026) pastoral care workers are important as they perform things like coaching and mentoring; this means a trusted adult guides the student to being more engaged in their education alongside building up their self-esteem. They can also be responsible in supporting a student's attendance, creating interventions to find the root cause and being able to be a reliable adult between the parent and the students. I believe that the most important duty for pastoral workers is creating a safe learning environment in schools. They do this by keeping track of pupils' attendance and supporting their well-being, which improves the relationship between the child and their teacher and encouraging the child in their learning.

Reported by the NAPCE (2018), "Staff have the knowledge, skills and understanding to be effective in providing a positive learning environment"; the pastoral staff are aware that their role is based around providing a safe space for students, to have someone that they know they can trust to be encouraging and motivating in their education. A skill that pastoral care workers possess is knowing how to prepare learners for the opportunities, responsibilities, and experiences of adult life. Although, being in education teaches you to be professional and ready for the work environment, pastoral care workers provide guidance and preparation for social spaces, coping mechanisms, and their emotional wellbeing.

1.3 Evaluation of the skills needed for Pastoral Care Workers in Healthcare

One of the most important skills that a pastoral care worker needs are having strong and active listening skills. As reported by the Mulberry Bush (2025) in order to build trust with students compassionate listening and the ability to connect with them on a personal level is needed. Pastoral staff are meant to create safe spaces where the student feels seen, heard, and valued. This ensures that you build a relationship with students, therefore allowing them to feel

comfortable sharing things they find difficult sharing with others. Another really important skill is being motivated to have a proactive approach to students' wellbeing. Successful pastoral staff actively track and monitor students' wellbeing and if they feel as if things are escalating, they will intervene beforehand. The Mulberry Bush (2025) also provides 99 questions that aid pastoral staff in understanding and analysing their progress. Additionally, having effective communication and resolution to conflict is an excellent quality to obtain. Accomplished pastoral care workers maintain strong communication between students, parents, and teachers. This provides the student with a support system alongside a positive school culture.

These skills that are mentioned, help the pastoral staff to build trusting relationships between the pastoral staff and children. By having active and compassionate listening this makes the child feel as if they have someone to turn to when they are in need. They have a reliable adult who makes them feel seen and understood, forming positivity in the learning environment. As pastoral staff are key to providing students with safety, support, and tools to feel ready to succeed, their resolution to conflict allows them to quickly think of ways to help a child. Furthermore, their skills help them to build strong collaboration with everyone involved with the child; according to the High Speed Training (2026). By being motivated to have a proactive approach they can begin having one-to-one check ins to monitor their wellbeing. Additionally allowing safe spaces to be created that students can go to when feeling anxious and overwhelmed.

If these skills were not present in pastoral care workers this could potentially break the trust between the child and adult, as the child may not feel confident in being valued and supported. If not using active listening skills, students may feel like they do not have a trusted adult that listens and understands them. The pastoral staff would not seem reliable and motivating therefore, not sustaining a safe space for the students.

1.4 Strategies to improve the skills for Pastoral Care Workers

As reported by Tower Hamlets Education Partnership (2026), an effective pastoral system is implemented throughout the whole school instead of just targeted at specific students. They report that schools that integrate behaviour, well-being, enrichment, and safeguarding create a more sustainable support system for the students. That means that not only do they inform the students about wellbeing and mental health, but they also involve parents and class teachers as-well. The source explains that schools that involve families create a stronger and connected school culture. By implementing in the whole school allows the pastoral team to be responsible in representing well-being and instilling confidence in the students.

Improving your understanding of diversity can also be an immense help in building trust with

students. Understanding issues that can affect students makes the students more inclined and comfortable to talk to the pastoral staff.

Pastoral teams can also try to integrate responsible actions when attendance is seen as a concern. Instead of immediately punishing the student for their absences, pastoral staff can identify the issue hand and what is preventing the child from attending schools. They can then together – with the help from parents and guardians – produce solutions and incentives for the students to want to come into school and put their best foot forward in their education. This would help with the encouraging aspect for students, and it will make them feel like the pastoral staff believe in their efforts and allow the students to be proud of their own achievements with suitable guidance.

As indicated by Culture Shift (2021), pastoral teams can develop their listening skills as some students may be reluctant to share details of their life and well-being. By having an open personality this allows the students to feel listened to, aiding them every part of the process. This makes the student feel confident and assured that they can securely approach you when they come across problems, they don't feel comfortable solving themselves. It is important that if you are not available that the student is aware of a place or someone else, they can go to when help is required. This strategy helps in giving the student possibilities of help and a resilient support system. Although, this may be an effective way to improve skills for pastoral workers, they will also need to know how to separate their emotions from the students', so they do not get too attached. This could mean that the child passes all responsibility of resolution solely onto the staff.

1.4 Conclusion

This report has covered the role of pastoral care workers; specifically working in schools. It relays the skills that they need and effective strategies to improve them. In conclusion, pastoral workers are the heart of encouraging well-being and safeguarding whilst additionally being another trusted adult students can lean on and talk to. Pastoral workers/teams aim to create safe spaces for children battling with their mental health and as discussed, they can help with this by staying up to date with current information regarding mental wellbeing; whilst having knowledge of suitable help for the child.

1.5 Reference List

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