JOB DESCRIPTION

SEND Support Worker – Islington SEND Community Support Service

Contract:	Permanent
Hours:	1 x 22.2 hours per week 2 x 17.5 hours per week
Grade:	Family Action Grade 2 Point 1 to 15
Reports to:	Project Manager
Function:	To provide SEND casework support for families through phone calls, email and face-to-face meetings. To undertake training in order to offer support to families who are going through the Education, Health & Care (EHC) Plan process.

PRINCIPAL ACCOUNTABILITIES

1. To respond to enquiries from the telephone helpline, providing accurate and impartial information and advice on matters relating to SEND procedures with particular regard to the SEND Code of Practice 2014

2. To provide information and advice on local policy and practice, the Local Offer, Personal Budgets, the law on SEN & Disability, health and social care and support income maximization for families.

3. To provide confidential and impartial advice to young people on their own if requested and promote the voice of the child/young person throughout the work with families.

4. To provide individual casework for parents and young people through:
- Phone and email contact
- Home visits
- Representation and support in preparing for and attending meetings
- Listening to concerns
- Signposting to other local or national sources of support
- Help with filling in forms, writing letters and reports, tailoring support as far as possible to individual need to ensure equal access to the service
- Planning support to ensure the best use of time

5. To provide support for parents and young people during the EHC assessment and planning process:

- acting as a named contact person throughout the process
- helping to transfer a Statement of SEN or Learning Difficulty Assessment (LDA) to an EHC Plan
- liaising across a range of agencies
- providing information to help with understanding of Personal Budgets

6. To provide support in resolving disagreements including mediation and tribunals

7. To provide information and advice on exclusions

8. To work in a conciliatory way to facilitate communication between all stakeholders

9. To develop positive working relationships with all agencies involved and to work within the CAF, TAC or TAF processes.

10. To work in line with Information, Advice & Support Service (IASS) Network Quality Standards

11. To undertake required initial training including IASS Legal Training, Independent Support training and CAF training. To undertake further training as required for continuing professional development

11. To keep accurate, up to date and confidential records and case notes

12. To assist with such admin support as required, including general admin, contributing to the production of detailed monitoring information and helping to collect information for the termly report to Commissioners

13. Take responsibility for accessing supervision and responding to any case or service decisions effectively, recording all decisions and ensuring at all times confidentiality and professional boundaries are maintained.

14. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

15. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

16. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

17. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

SEND Support Worker – Islington SEND Community Support Service

1. Ability to empathise with/advocate for families of children/young people with additional needs.

2. Highly developed interpersonal skills including excellent listening skills

3. Excellent written and verbal communication skills

4. Excellent organisational skills and ability to prioritise workload, self-motivate and work to tight deadlines on own initiative or as part of a team

5. Experience of working with families with additional needs and/or in an educational environment, local authority, voluntary organisation or another other field relevant to additional needs. Direct work with young people would be a particular advantage

6. Knowledge of new SEND legislation, particularly the SEND Code of Practice 2014

7. Ability to maintain confidentiality, impartiality and professionalism and stay calm under pressure and in difficult situations

8. Ability to mediate and facilitate positive working relationships between families and professionals

9. Sound ICT skills including Microsoft Word, Outlook email and experience of using database software

10. Knowledge of national and local education, health and/or social care procedures would be a particular advantage

11. Successful experience of multi–agency working and an understanding of the CAF process

12. Ability to network effectively and develop effective professional relationships.

13. Ability to plan, prioritise, work under pressure and adapt to new models of working

14. A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.

15. Commitment to implementing all Family Action's policies and procedures and able to work effectively with Family Action's Central Office support services to facilitate strong collaborative relationships with projects.

16.   A willingness to work flexibly, including occasional evenings and weekends as needed.

17. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- Being people focused
- Reflecting a 'can do' approach
- Striving for excellence in everything we do
- Having mutual respect for everyone we work with, work for and support through our services