



Job description

Senior SEND Practitioner

Location: Ealing

Hours: 37 hours per week

Grade: Family Action Grade 3 Points 20 - 23

Service: Ealing I-SAID! (SENDIAS Service)

Reports to: Ealing and Harrow SENDIAS Services' Manager

To lead casework provision of the service, informing parents, children and young people who reside in Ealing, of their rights as regards the SEND process, by keeping abreast of education and other relevant legislation and SEND policy, and support their navigation through the SEND assessment process empowering them to express their views and needs and developing their skills and confidence to self-advocate. To work with families and other stakeholders to achieve the best outcomes for the education, health and care of the child/young person concerned. Supervise and manage student social work placements hosted by the service.

Principal accountabilities:

1. Lead in the provision of direct and impartial information, support and advice to parents, carers, young people and young adults via the helpline, email and other digital arenas and face-to-face meetings. Undertake and follow up agreed actions such as discussions with schools, local authorities or other relevant agencies.
2. Undertake outcome focussed casework through supporting service users to express their views in meetings with local authority, schools and other professions, or in writing; tailoring support to individual's need to ensure equal access to the service; researching and signposting to other services as necessary.
3. To hold caseload of some of the more complex families accessing the service.
4. Undertake outcome focussed casework through supporting service users with additional social and health care enquiries. This will mean being based one day a week at a different location and taking part at joint working with our partners in ESAS - Ealing Advice Service consortium.
5. Supervise and line manage student social workers on placement who will provide casework and as well as time limited, planned and outcome focussed support to families with complex needs. Oversee contribution to multi-disciplinary assessment of needs where appropriate.



6. Maintain positive and collaborative working relationships with all stakeholders, working in a conciliatory way to facilitate communication between all stakeholders, keeping the child/young person at the centre of the process.
7. Plan support to ensure the best use of time ensuring that the appropriate type of support is offered for the enquiry and throughout all casework actively empowering families to develop confidence and skills to advocate for themselves.
8. To deputise for the Service Manager within the project and at external meetings when necessary. In addition assist, supervise and mentor other team members, volunteers, parent/champions or young people champions as required by the Service Manager.
9. Maintaining up-to-date, accurate records of all work undertaken using electronic systems in place, and ensure that these are accessible to team members and management at all times for continuity of service provision.
10. Ensure all qualitative and quantitative data is available to management and contribute to outcome monitoring reports.
11. Alongside Service Manager recruit a small cohort of volunteers, Community Champions, and Parent Advisory Group to support service provision. Lead on supervising and managing that cohort of volunteers in line with Family Action policies and procedures.
12. Ensure own knowledge and practice of SEND information is maintained and undertake such training as appropriate to enhance skills in working with children/young people with special and often complex needs.
13. To ensure you have an understanding (appropriate to your role) and to comply at all times, with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults as well as undertaking regular Child Protection and Adult Safeguarding training.
14. Uphold and demonstrate in practice, the principles of inclusion and equal opportunities in all aspects of the role and comply with Family Action's Diversity & Equality and Ethical Policies, promoting these principles amongst colleagues, service users and other members of the community.
15. 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.

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 promote Family Action and its services and represent and collaborate with other agencies in the local authority in a professional manner which reflects Family Action's values at all times, including actively contributing to developing Family Action's SENDIAS services.

18. To work flexibly as required by the service and the needs of the families with which we work, including early mornings, weekends and evenings to carry and carry out any other reasonable duties as required.

Person Specification

Senior SEND Practitioner

Education, qualifications and background

1. Degree or equivalent qualification in relevant subject, such as: education, health, social care or equivalent and evidence of a commitment to continuing learning and professional development.
2. Proven, extensive experience of working with children, young people and their families with additional needs as well as other complex needs, and evidencing the ability to promote positive outcomes for children in all areas of your work. In addition, a track record of developing resilience in families with whom you have worked and evidence of actively empowering families to advocate, sustain, support or represent themselves after intervention.
3. Extensive and up-to-date knowledge of special educational needs procedures and SEND Reforms and proven experience of delivering impartial advice and support to families where children and young people have special educational needs and disabilities.
4. Proven experience of recruiting, supervising, mentoring and line managing staff, volunteers or students on placement. It would be desirable to have existing knowledge of the requirements of student social worker placements but if not it is essential to be willing to learn and develop skills in this area.



Abilities and skills

5. Excellent up-to-date knowledge of current special educational needs procedures such as statutory assessments process, EHC plans, exclusions, admissions, transitions, health and social care as well as ability to communicate SEND-related procedures to a variety of audiences.
6. Working knowledge of London Borough of Ealing would be an advantage.
7. An excellent understanding of the issues children, young people and their families face when they have additional needs and an excellent knowledge of the risk factors children and adults experiencing these issues. In addition, an excellent awareness of the impact of disadvantage and social exclusion and a commitment to promote inclusion and equality of opportunity for all.
8. Excellent ability to empathise with and advocate for children, young people and their families with additional needs and an ability to stay calm under pressure and in difficult situations. In particular actively empower service users to develop confidence and skills to increase resilience and reduce risk factors and increase their ability to self-advocate and self-support.
9. Experience of establishing and sustaining a broad range of professional partnerships and engage, as well as consult, with service users and stakeholders through effective collaboration and communication skills. Ability to maintain confidentiality, impartiality and professionalism and mediate between families and professionals.
10. Excellent written and verbal communication and listening skills.
11. Excellent organisational skills, ability to prioritise workload, self-motivate and work to tight deadlines on own initiative as well as part of a team.
12. Excellent ICT skills and presentation skills, including experience of using database software and experience of collating and analysing data for evaluation and outcome monitoring procedures.
13. Proven commitment to reflective practice and ability to develop professionally through self-evaluation, others' feedback, use of supervision, appraisal and training.
14. Knowledge and understanding of pan-London Child Protection procedures and Working Together to Safeguard Children, as well as ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures.
15. Ability to identify and funding opportunities and other sources of support to further the delivery of the service and work with Service Manager to explore these.



16. 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.

17. A proven ability to work flexibility to meet the needs of the service and in particular engage young people in the service. This includes undertaking some out of hours work including weekends and after school/evening times to ensure young people are involved.