



JOB DESCRIPTION Children & Young Person Case Worker

HOURS: 24 hours per week

GRADE: Family Action Grade 2 Points 11 - 15

REPORTS TO: Solihull SENDIAS Manager

LOCATION: Solihull

JOB PURPOSE

To provide impartial and confidential information, advice and support, through a variety of mechanisms, to users of Solihull SENDIAS (Special Educational Needs & Disabilities Information, Advice & Support) Service to ensure they are aware of their entitlements and are empowered to make an informed contribution to any decisions made, and resolve disagreements, about their/their child's education, health and social care.

Main functions

1. To provide a high quality point of contact for parents/carers/children/young people, and statutory and voluntary organisations.
2. To provide an enabling and empowering service to callers, keeping up to date with information regarding the services/interventions and support provided by other agencies to children & young people with additional and/or Special Educational Needs, and signposting to additional/alternative local and national services where appropriate.
3. To provide families with accurate information and advice on a range of matters relating to SEND procedures, with particular regard to the SEND Code of Practice 2014. .
4. To hold a caseload and provide tailored support to parents/carers of children with Special Educational Needs and Disabilities (SEND) and directly to children and young people with SEND, including for children aged over 16 on their own, if requested.
5. To keep accurate records of all enquiries, actions and follow up activities, and keep Solihull SENDIAS Database up to date.
6. To assist in ensuring effective working relationships are established and maintained with organisations and agencies relevant to the work of Solihull SENDIAS team, liaising as necessary with school management personnel (such as head teachers, governors, SENCOs, advisors, educational psychologists, education welfare officers and education officers), health and social care professionals and voluntary organisations.
7. To attend multi-agency meetings as required.

8. To provide Drop In sessions enabling families to access support for SEND issues.
9. To assist in the development, facilitation and delivery of workshops/training on topics relevant to SEND for parents/carers/children/young people, voluntary and statutory agencies, education services and schools in Solihull.
10. To act as lead within the team for engaging & developing engagement with Young People, and assist in the production of 'young person' friendly information on SEND procedures in a variety of formats, including leaflets, bulletins and/or any other suitable means.
11. To actively initiate networking with a wide range of young person groups, professionals and services to ensure understanding of SEND and the roles and responsibilities of local services, and to ensure they are up to date with current support mechanisms, the law and any other SEND issues that may arise.
12. To attend conferences and other events (as necessary) to raise the profile of Solihull SENDIAS.
13. To share knowledge and learning, and keep Solihull SENDIAS colleagues informed of issues surrounding SEND through regular updates and team meetings.
14. To work flexibly to meet the needs of the service, including some evenings and weekends, and to undertake any other duties that are commensurate with your role, to support and contribute to the success of the SENDIAS Service.
15. To ensure the implementation of Family Action's Equality & Diversity Policy and 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, and to protect your own and others' health, safety and welfare.
17. To comply with Family Action's Confidentiality and Data Protection Policies.
18. To have an understanding (appropriate to your role) of, and comply with, Family Action's policies and procedures for safeguarding the welfare of children and vulnerable adults.
19. To be able to evidence Family Action's values, which underpin Family Action's mission of 'building stronger families', at all times by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services

Personal Development

20. To maintain up-to-date knowledge of SEND legislation and local practice, and undertake developmental activities as necessary to improve delivery of Solihull SENDIAS Service.

21. To prepare for and attend regular supervision meetings and casework reviews with the SENDIAS manager.

Person Specification

Children & Young Person Case Worker

Key skills/abilities:

1. Highly developed interpersonal skills, including communication skills, written and verbal, and an excellent telephone manner.
2. Resilience and sensitivity in dealing with challenging issues, and ability to empathise with the parents and carers, and children and young people with special educational needs, and to advocate for them.
3. Good negotiation and problem solving skills.
4. Good record keeping/case recording skills.
5. High level of ICT skills; word, outlook, power point, excel.
6. Good organisational skills and ability to work on your own initiative and as part of a team.
7. Ability to self-motivate, prioritise own workload, and to work to tight and often conflicting deadlines.
8. Ability to mediate and facilitate positive working relationships between families and professionals.
9. Ability to build and maintain positive and effective working relationships with service users, colleagues and external professionals.
10. Ability to maintain confidentiality, impartiality and professionalism, and to stay calm.

Qualifications:

11. Level 3 qualification in one or more areas of multi-agency provision i.e. Education, Health or Social care, or Graduate level qualification in relevant area.

Knowledge:

12. Knowledge and understanding of current special educational needs principles and procedures.
13. Awareness and understanding of the legislation relating to special educational needs, the SEND Code of Practice and Disability Discrimination.
14. A commitment to continuous learning and professional development.
15. Willingness to review, analyse and evaluate own and team practice, and to share knowledge and learning.
16. Knowledge of Health and Safety.

Experience:

17. Minimum 1 years' experience of working in a role involving families, preferably working with families of, and/or with, children with special educational needs:
 - a. Either working in an educational environment, local government, voluntary organisation or other field relevant to special educational needs; or
 - b. Working within the community, the public and local agencies.

Other requirements:

18. Flexibility in ways and hours of working.
19. Full driving license with access to car insured for business use.

20. A commitment to implementing Family Action's policies and procedures.
21. A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
22. A commitment to Family Action's values of:
 - a. Being people focused
 - b. Reflecting a 'can do' approach
 - c. Striving for excellence in everything we do
 - d. Having mutual respect for everyone we work with, work for and support through our services