



## **JOB DESCRIPTION**

**Job title:** SEND Case Worker

**Service:** Walsall SENDIAS Service

**Salary:** Grade 2 Point 11 – 15

**Hours:** 18 hours per week

**Location:** Walsall

**Responsible to:** Project Manager

### **Summary of job:**

To provide impartial and accessible advice and support in a full range of matters relating to SEND law and processes. To provide casework support for families through phonecalls, emails and face-to-face meetings. To undertake training in order to offer casework support to families in relation to the Education and Healthcare Plan (process), including providing advice around resolving disagreements, mediation and SEND appeals.

### **Key tasks and responsibilities:**

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. Provide support for parents and young people during the EHC assessment and planning process by:
  - 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 IPSEA. To undertake further training as required for continuing professional development.
  12. To keep accurate, up to date and confidential records and case notes.
  13. 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.
  14. 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.
  15. 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.
  16. 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.
  17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
  18. To work flexibly as possible, by the needs of the service and carry out any other reasonable duties as required.

## Person Specification

1.	Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development and at least one years' experience in a similar role.
2.	Independent Provider of Special Education Advice IPSEA legal training qualification, or a willingness to work towards completion within 12 months of commencing employment.
3.	Ability to empathise with/advocate for families of children/young people with additional needs demonstrating highly developed interpersonal and active listening skills and first-rate verbal and written 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. Ability to plan, prioritise and work under pressure.
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 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 situation.
8.	Ability to mediate and facilitate positive working relationships between families and professionals.
9.	Sound IT skills including Microsoft Word, Outlook email and experience of using database software.
10.	Successful experience of multi-agency working and an effective partnership working. Ability to network effectively and develop effective professional relationships.
11.	A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
12.	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.
13.	A willingness to work flexibly, including occasional evenings and weekends as needed.



14.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: a) Being People Focused b) Reflecting a 'can do' approach c) Having mutual respect for everyone we work with, work for and support through our services d) Striving for excellence