



JOB DESCRIPTION

Job title: Children & Young People's Case Worker

Service: Walsall SENDIAS Service

Salary: Grade 2 Point 11 – 15

Hours: 18.5 hours per week

Location: Walsall

Responsible to: Project Manager

Summary of job:

To provide impartial and confidential information, advice and support, through a variety of mechanisms, to users of Walsall 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. To ensure that children and young people are empowered to participate in decision making processes and influence service delivery.

Key tasks and responsibilities:

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 Walsall 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 Walsall 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 Walsall.
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 Walsall SENDIAS.
13. To share knowledge and learning, and keep Walsall 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 maintain up-to-date knowledge of SEND legislation and local practice, and undertake developmental activities as necessary to improve delivery of Walsall SENDIAS Service.
20. 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.
21. 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 toward it, within 12 months of commencing their 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, 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