JOB DESCRIPTION

Job title: Project Manager

Service: Walsall SENDIAS Service

Salary: Grade 3 Point 20 – 23

Hours: 37 hours per week

Location: Walsall

Responsible to: Operational Manager

Summary of job:
To lead the delivery of the Walsall Special Education Needs and/or Disabilities Information and Advice Service (SENDIASS) . The service informs parents, children and young people who reside in Walsall of their rights as regards the SEND process, by keeping abreast of education and other relevant legislation and SEND policy, and supporting their navigation through the SEND assessment process. To hold a caseload of complex direct work as well as work with families and other stakeholders to achieve the best outcomes for the education, health and care of the child/young person concerned.

Key tasks and responsibilities:

1. To be responsible for the day-to-day functions of the service, ensuring that high standards of professional practice are maintained and that policies and procedures are implemented. To include the prioritising and delegation of work, regular target setting and planning within time scales.

2. Allocate work within the service and set appropriate priorities which deliver a consistent professional response, ensuring support is provided and standards are achieved in line with the contract specification.

3. Work closely with and supervise the direct work of staff, ensuring they are appropriately trained and equipped to support dparents, children and young people to:
    - Provide practical support to parents, either individually or as a group and follow up discussions with schools, local authorities, and other relevant agencies.
    - Provide parents, children and young people with accurate information on their rights, roles and responsibilities within the SEND process and on the wide range of options and agencies that are available.
    - Facilitate focus groups, supporting parents and young people to attend.
    - Organise workshops/conferences/forums for parents, young people and other agencies to promote understanding of current SEND issues.
    - Maintain a service user helpline and webpages to offer informed advice and support.
    - Provide advocacy support for individual children, young people and parents that empowers them to express their views and wishes and helps them to

exercise their rights in matters including exclusion, complaints, SEND processes and SEND appeals.
- Provide information, advice and support before, during and following a SEND tribunal process.

4. Supervise the professional practice and standards of service staff, advising and supporting where appropriate on the most complex cases ensuring thresholds for service intervention are met and risk management is of an excellent standard.

5. In partnership with the Operational Manager, produce, monitor and evaluate service development plans with identified targets and objectives in support of Family Action business plans providing regular reports and briefing papers as required.

6. Ensure regular reviews of the effectiveness of the service including seeking feedback from users and other stakeholders.

7. Convene and chair a multi-agency steering group.

8. Contribute, regionally and locally, to strategic planning discussions and ensure collaborative working with statutory and voluntary agencies and service providers to ensure a high quality unified service.

9. Ensure that children, young people and parents' views are heard and understood, inform and influence the development of local SEND policy and practice.

10. In partnership with the Operational Manager, manage, monitor and review the budget, resources and materials available to ensure effective use of resources within available budget.

11. Establish and maintain effective links with voluntary and all partner organisations, including delivery of training to stakeholders which increases knowledge of SEND law, guidance, policy and participation.

12. 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, young people and vulnerable adults.

13. 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

13. 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) Striving for excellence in everything we do
    d) Having mutual respect for everyone we work with, work for and support through our services.

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

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

Person Specification

1.	Relevant health, social care or education qualification (NVQ Level 3 or equivalent) and experience of working with SEND Procedure.
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.	Strong leadership skills with the ability to manage and supervise both paid staff and volunteers.
4.	Proven experience of working directly with vulnerable families to support positive, measurable, and evaluated outcomes for children and young people with Special Educational Needs.
5.	Detailed understanding of current SEND legislative framework, particularly affecting SEND processes, admissions, exclusions and appeals.
6.	Proven ability to manage and develop a project that has a multiagency component and the ability to work in partnership with other agencies.
7.	Demonstrable experience of contributing to and producing high quality data reports.
8.	Experience of managing a budget and ability to manage demand within allocated resources.
9.	Demonstrated knowledge and understanding of safeguarding children and vulnerable adults and Working Together to Safeguard Children, as well as ability to work accordance with local and organisational Child Protection and Safeguarding policies and procedures and keep up to date as required.
10.	A demonstrate commitment and understanding of Equal Opportunities and Diversity.
11.	Excellent organisational skills with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative.
12.	Demonstrated ability to communicate clearly and professionally through a variety of mediums with parents, children and young people, professionals and excellent verbal, listening and presentation skills including excellent IT skills.
13.	Able to evidence Family Action's values at all times, which underpin Family Action's mission of "building stranger families" 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

14.	A proven ability to work flexibly, undertaking out of hours work - including mornings , weekends, evenings as required by the services.