

**SEND Case Worker, SENDIAS Service, Walsall**  
**18 hours per week**  
**Grade 2 (lower): £19,974 - £22,584 per annum pro rata**

We are looking for a Case Worker to provide impartial and accessible advice and support in a full range of matters relating to SEND law and processes. The successful post holder will provide casework support for families through phonecalls, emails and face-to-face meetings. You will 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.

Family Action are delighted to have been awarded **the Special Education Needs and/or Disability Information, Advice and Support Service (SEND IASS) in Walsall**, which will be launched in September 2020. We are excited to contribute to The Walsall Right 4 Children programme, which puts a restorative approach at the heart of our work. With shared aspirations and ambitions for Walsall that children have the best start in life and are safe from harm, happy, and learning well, we will listen, be respectful and value the contribution of parents/carers, children and young people. It will be about 'doing with, not to' and will put children, young people and their families at the heart of everything we do, informed by evidence-based research and practice.

We are looking to recruit a motivated and experienced case worker to join our new SENDIASS team in Walsall. You will be a confident and skilled practitioner in providing direct work with children, young people and families with special educational needs.

You will have a demonstrated ability to work on your own initiative and have excellent verbal and written communication skills. You will be confident in your ability to provide SEND casework support for families through phone calls, emails and face to face meetings.

This is an opportunity for the right person to make a real difference in the lives of children and young people with additional needs and their families by providing them with advice, support and information to help them to navigate the SEND process and achieve positive outcomes. A driver's license and access to your own car is desirable for this post.

**Our Values: People focussed, Mutual Respect, Excellence in all we do and a Can Do attitude.**

If you share these values and behaviours and have experience of providing impartial advice and working with families through the SEND process to achieve the best outcomes for children and young people, we would love to hear from you. We can offer you:

- A competitive salary, leave entitlement and pension scheme
- Career development opportunities
- A full induction and ongoing quality training
- The opportunity to become part of FA initiatives
- Flexible working hours
- Managed workloads with regular supportive and reflective supervision

For an application pack and further information, please visit [www.family-action.org.uk/workingwithus](http://www.family-action.org.uk/workingwithus).



**Please email completed applications to: [completed.application11@family-action.org.uk](mailto:completed.application11@family-action.org.uk)**

**Closing date:** 28<sup>th</sup> October 2020, 9am

**Interview date:** TBC

*Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service which we consider acceptable.*

*Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.*