



## JOB DESCRIPTION

<b>Job title:</b>	Senior SEND Practitioner with lead responsibility for Young People
<b>Service:</b>	Ealing I-SAID! (SENDIAS Service)
<b>Salary:</b>	Grade 3 (upper) point 24-28
<b>Hours:</b>	22.2 hours per week
<b>Location:</b>	Based in Ealing
<b>Responsible to:</b>	Ealing and Harrow SENDIAS Services' Manager

To lead on complex casework provision of the service, informing parents, children and young people who reside in Ealing, of their rights as regards the SEND process. Keeping abreast of education and other relevant legislation and SEND policy, to support their navigation through the SEND assessment process empowering families to express their views and needs and developing their skills and confidence to self-advocate. To work with families and lead on young people complex casework, to work with other stakeholders to achieve the best outcomes for the education, health and care of the child/young person concerned. Supervisory responsibilities.

### Principal accountabilities:

1. To lead in the provision of complex casework in the service. Provide direct and impartial information, support and advice to parents, carers, young people and young adults via the helpline, email and other digital arenas and face-to-face meetings. Undertake and follow up agreed actions such as discussions with schools, local authorities or other relevant agencies.
2. Undertake outcome focussed casework through supporting service users to express their views in meetings with local authority, schools and other professions, or in writing; tailoring support to individual's need to ensure equal access to the service; researching and signposting to other services as necessary.
3. Support the Service Manager in allocation of work within the service and setting appropriate priorities, which deliver a consistent professional response, ensuring support is provided and standards are achieved in line with the contract specification.
4. To hold caseload of some of the more complex families accessing the service. To provide support when there are disagreements between families and agencies, including by:
5. Arranging and/or attending early disagreement resolution meetings.
6. Helping young people and parents to manage mediation, appeals to First-tier Tribunal, exclusions and complaints.



7. Making children, young people and their parents aware of the Local Authority's and the Health services for resolving disagreements and for mediation, and the routes of appeal and complaint.
8. Work with young people and parents/carers of children with SEN who are at risk of exclusion or are excluded.
9. Deliver casework through supporting service users with additional social and health care enquiries when needed.
10. Co-facilitate focus groups, supporting parents and young people to attend. Assist young people to establish support groups, encourage them to support each other. Contribute locally to strategic planning discussions with and ensure collaborative working with statutory and voluntary agencies and service providers to ensure a high-quality unified service. Ensure that young people and parents' views are heard and understood and inform and influence the development of local SEN policy and practice.
11. Supervise a senior caseworker and a children/young people worker, and supervise a social work student when this is required. Support staff, advising where appropriate on the most complex cases ensuring thresholds for service intervention are met and risk management is of an excellent standard.
12. Maintain positive and collaborative working relationships with all stakeholders, keeping the child/young person at the centre of the process. Lead on implementing the child and young person-centred approach in the work of the team.
13. Undertake quality and safeguarding audits of casework in line with Family Action's safeguarding procedures. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. To deputise for the Service Manager at external and internal meetings when necessary.
15. To advocate for children, young people and their families and to empower them to develop confidence and skills to increase resilience, reduce risk factors and increase their own ability to actively self-advocate.
16. Maintaining up-to-date, accurate records of all work undertaken using electronic systems in place, which are accessible to team members and management at all times for continuity of service provision.
17. Ensure all qualitative and quantitative data is available to management and contribute to outcome monitoring reports. Support collating data and writing case studies for monitoring reports and on-going evaluations of the service to support with reports and development plans for the service.
18. To support the Service Manager in recruiting a small cohort of volunteers, Community Champions, and Parent Advisory Board to support service provision.



19. Lead on activities to increase children and young people's access to the service and participation in their support plans, ensuring children and young people's voices are at the heart of all provision. Take positive action to involve CYP with SEND and their parents in the planning and delivery of Ealing ISAID service.
20. Organise with the support of the Service Manager and the team, delivery of workshops/conferences for children and young people, parents/carers and other agencies to promote understanding of current SEN issues.
21. Ensure own knowledge and practice of SEND information is maintained. Work in line with the Information, Advice & Support Service (IASS) Network Quality Standards and in accordance with SEND Code of Practice 2014, including the completion of IASS Legal Training. Undertake further training as required.
22. To ensure you have an understanding (appropriate to your role) and to comply at all times, with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults as well as undertaking regular Child Protection and Adult Safeguarding training.
23. Uphold and demonstrate in practice, the principles of inclusion and equal opportunities in all aspects of the role and comply with Family Action's Diversity & Equality and Ethical Policies, promoting these principles amongst colleagues, service users and other members of the community.
24. 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.
25. To work flexibly as required by the service and the needs of the families which may involve working occasionally outside of core hours.
26. To comply with Family Action's Health and Safety Policy, Data Protection policy and to protect your own and others' health, safety and welfare.



## **Person Specification**

### **Senior SEND Practitioner and Young People Lead**

#### Education, qualifications and background

1. Degree or equivalent qualification in relevant subject, such as: education, health, social care 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. Proven, extensive experience of working with children, young people and their families with additional needs as well as other complex needs, and evidencing the ability to promote positive outcomes for children in all areas of your work. In addition, a track record of developing resilience in families with whom you have worked and evidence of actively empowering young people and their families
4. Extensive and up-to-date knowledge of special educational needs procedures, detailed understanding of current SEND legislative framework, particularly affecting SEND processes- mediation, appeals to First-tier Tribunal, exclusions and complaints. Proven experience of delivering impartial advice and support to families where children and young people have special educational needs and disabilities.
5. Strong leadership skills. Direct experience of supervising and managing volunteers or staff members. Commitment to reflective practice and ability to develop professionally through self-evaluation, others' feedback, use of supervision, appraisal and training.

#### Abilities and skills

6. Excellent up-to-date knowledge of current special educational needs procedures such as statutory assessments process, EHC plans, exclusions, admissions, transitions, health and social care as well as ability to communicate SEND-related procedures to a variety of audiences.
7. An excellent understanding of the issues children, young people and their families face when they have additional needs. In addition, an excellent awareness of the impact of disadvantage and social exclusion and a commitment to promote inclusion and equality of opportunity for all.
8. Ability to empathise with and advocate for children, young people and their families. In particular the ability to actively empower service users to develop confidence and skills to increase resilience and their ability to represent themselves after intervention
9. Experience of establishing and sustaining a broad range of professional partnerships and engage, as well as consult, with service users and stakeholders through effective collaboration and communication skills.
10. Proven ability to undertake qualitative audits of casework and implement learning and developing with staff to ensure quality of provision remains effective.



11. Ability to maintain confidentiality, impartiality and professionalism and mediate between families and professionals, in line with GDPR.
12. Excellent organisational skills, ability to prioritise workload, self-motivate and work to tight deadlines on own initiative as well as part of a team.
13. Excellent ICT skills and presentation skills, including experience of using database software and experience of collating and analysing data for evaluation and outcome monitoring procedures.
14. A working understanding of local education, health and social care provision and ability to speak one of the most common languages in Ealing can be an advantage (most common languages in Ealing currently are Polish, Punjabi, Somali, Arabic, Urdu, Tamil, Persian/Farsi, Gujarati, Pashto).
15. Demonstrated knowledge and understanding of safeguarding children and vulnerable adults and Working Together to Safeguard Children, as well as ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures and keep up to date as required.
16. Ability to co-facilitate sessions and workshops for young people with SEND and variety of other stakeholders.
17. Ability to work flexibly to meet the needs of the service, which may involve working occasionally outside of core hours.
18. A commitment and understanding of Equal Opportunities and Diversity.
19. 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.