



JOB DESCRIPTION

Job title:	Project Lead Officer
Service:	Wiltshire SENDIASS Service
Salary:	Grade 3 (lower) point 20-23 + homeworking allowance
Hours:	Between 32- 37 hours per week/52 weeks per year
Location:	Home Based within Wiltshire area, regular travel across Wiltshire and sometimes more broadly across the South West and to Head Office, London
Responsible to:	Services Lead, South West

Summary of job:

As Project Lead you will lead on the delivery of the Wiltshire Special Education Needs and Disabilities Information and Advice Service which informs parents, guardians, children and young people who reside in Wiltshire, of their rights in the SEND process, by keeping abreast of education and other relevant legislation and SEND policy and supporting their navigation through the SEND assessment process.

The post holder will oversee a small team of experienced Case Officers and a Triage and Information Officer (TIO), and hold a small caseload and will lead the team in a child focused approach to improving outcomes.

This role includes responsibility for leading the team and supporting wider development of the service in line with the service's continuous improvement and development plans.

The Project Lead will ensure the service meets the statutory duties as set out in the Children and Families Act (CFA) 2014 and the SEND Code of Practice, as well as ensuring the service meets all criteria within the minimum IASS standards.

Key tasks and responsibilities:

1. To be responsible for the supervision of the staff team, including Case Officers and TIO with case overview and complex cases, 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, planning within timescales and staff performance development via the supervision, audit and appraisal process.
2. Ensure timely allocation of work within the service and set appropriate priorities, ensuring a consistent professional response. Support staff to meet the required standards, including the SENDIASS standards, ensuring they are achieved in line with our statutory duties and the contract specification.



3. Delivering a high quality SENDIAS service in line with National Minimum Standards and in adherence with Family Action's Community of Practice intervention model for all SENDIAS services.
4. Play an active part in the SEND Community of Practice to shape, support and steer national developments in this practice area.
5. Manage a small case load/enquiries and work closely with parents, guardians, children and young people including:
 - Putting the child at the centre of the support offered to families
 - Providing practical support for families, either individually or as a group and following up discussions with schools, local authorities, and other relevant agencies to work in partnership for more effective and integrated delivery.
 - Providing families 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.
 - Assisting parents, guardians and young people in establishing support groups, encouraging them to support each other.
 - Organising workshops/conferences/drop-ins for parents, guardians and other agencies to promote understanding of current SEND issues.
 - Working with families of children with SEND who are at risk of exclusion or are excluded or missing education.
 - Increasing service reach to children and young people, supporting their rights to an education, access to the service and their voices to be heard within all SEND processes.
6. In accordance with your role as the Designated Safeguarding Lead for the service, ensure you have an understanding of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children, young people and vulnerable adults. Ensure consistent oversight and modelling of risk assessments, professional curiosity, open dialogue, supporting escalations and championing the safety of children and young people.
7. In partnership with the South West Services Lead, produce, monitor and evaluate Service Level Development Plans and Continuous Improvement Plans with identified targets and objectives in support of Family Action's Quality Assurance Framework, providing regular reports and briefing papers as required.
8. Ensure regular reviews of the effectiveness of the service including by seeking and evaluating feedback from users and other stakeholders to inform future priorities.
9. Set up, maintain and utilise comprehensive data and evaluation systems, including outcome tools in-line with reporting requirements.



10. Support the development and facilitation of a multi-agency Steering Group to support the development and oversight of the service. Proactively build and sustain professional relationships to support strategic development of the provision.
11. Contribute, regionally and locally, to strategic planning discussions and ensure collaborative and co-productive working with statutory and voluntary agencies and service providers to ensure a high-quality, unified service. Partake in national, regional and local groups, including internal and external IAS support networks, and events for the benefit of your own continuous professional development, service development and for wider service users e.g., via working with the Parent Carer Forum to arrange and deliver parent/care drop-ins.
12. Ensure that children, young people, guardian's and parents' views are heard and understood and inform and influence the coproduction of local SEN policy and practice. Develop and lead a child and young person focused service.
13. Take a lead role in the development of the young person's service and recruit volunteers and work placement students to support the future development of the service in-line with safer recruitment practices and a child and young person focused ethos.
14. Contribute regionally and locally to strategic planning discussions and ensure collaborative working for the whole team with statutory and voluntary agencies and service providers to ensure holistic early intervention and positive outcomes for children and young people.
15. In partnership with the South West Services Lead, manage, monitor and review the budget, resources and materials available to ensure effective use of resources within the available budget.
16. Undertake administrative tasks and keep timely, impartial and accurate consistent records, whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide both monthly monitoring information, quarterly and annual reports as required.
17. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
18. To oversee and ensure the regular updating of the webpage for the service and social media presence as useful communication tools for target audiences, including service users, children/YP and professionals. Integrate accessible communication tools.
19. To be IPSEA trained and offer and deliver training to local education, health and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.
20. 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) Thriving for **excellence** in everything we do



- d) Having **mutual respect** for everyone we work with, work for and support through our services.
21. To comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.
22. To work flexibly as required by the service and the needs of the families and professionals with whom we work, including mornings and early evenings, when necessary, and to carry out any other reasonable duties as required.

PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	NVQ Level 4 or equivalent qualification in health, social care or education or relevant professional qualification and experience of working with SEND Procedure.	✓	
2.	Hold or willing to complete specific legal training; i.e., IPSEA Levels 1,2 & 3	✓	
Experience			
3.	Experience of undertaking supervision and line management		✓
4.	Experience working in a multi-disciplinary team with the ability to confidently build relationships with a range of professionals, stakeholders and services.	✓	
5.	Proven experience of working directly with vulnerable families to support positive, measurable, and evaluated outcomes for children and young people with Special Educational Needs	✓	
6	Proven track record and experience of managing and developing a project that has a multi-agency component and the ability to work in partnership with other disciplines and agencies.		✓
7	Experience and knowledge of service planning and implementation, and ability to produce high quality monitoring data and reports.		✓
8	Experience managing a budget and an ability to manage demand within allocated resources.		✓
9.	Experience of working with children/young people and their families.	✓	
10.	Experience of working with and leading volunteers.		✓
Knowledge & Skills			
11.	Understanding of current SEN legislative framework, particularly affecting SEN processes, admissions, exclusions and appeals.	✓	
12.	Ability to participate in the development of policies and improved practice, and design and deliver training programmes.	✓	
13.	Demonstrate ability to communicate clearly and professionally through a variety of mediums with parents, children, professionals and excellent verbal, listening and presentation skills, including excellent IT skills, familiar with office 365 applications.	✓	



14.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.	✓	
15.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.	✓	
Values			
16.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services 	✓	
17.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
18.	Knowledge and experience of maintaining an effective and engaging website and social media presence.		✓
In addition,			
19.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.	✓	
20.	Have access to own transport and full, clean driving licence.	✓	