



ID: 1091

Job Title: Project Manager, Walsall SENDIAS Service

Salary: Grade 3 (upper) Point 24-28, £31,991 - £35,445 FTE

Location: Walsall

Hours: full-time (37 hours per week)

Contract: Temporary Contract until 7th September 2025

Family Action & the Role's Impact:

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

This is an exciting opportunity to support the day to day function of our Walsall SENDIAS Service. 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.

Main Responsibilities:

- Work closely with the public and voluntary sector.
- Lead the delivery of the Walsall Special Education Needs and/or Disabilities Information and Advice Service (SENDIASS)
- Oversee the day to day functions of the service.
- An ability to work independently, flexibly and in an integrated manner is essential.
- Ability to drive and have the use of own car.

Main Requirements (for further details check the job description and person specification):

- 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.
- 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.
- Work closely with and supervise the direct work of staff, ensuring they are appropriately trained and equipped to support parents, 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.
- 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.
- 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.
- Ensure regular reviews of the effectiveness of the service including seeking feedback from users and other stakeholders.
- Convene and chair a multi-agency steering group.
- 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.
- Ensure that children, young people and parents' views are heard and understood, inform and influence the development of local SEND policy and practice.
- 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.
- 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.
- 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.
- 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
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Benefits:

- an annual paid leave entitlement of 30 working days plus bank holidays.
- up to 6% matched-pension contributions.
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment.
- enhanced paid sick leave and paid family leave provisions;
- eye care and winter flu jabs vouchers,
- cycle to work scheme,
- investing in your professional development with ongoing quality training and career development opportunities.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**



To Apply:

- **Complete:** the [Application Form](#) and send to: completed.application16@family-action.org.uk
- **Closing Date :** Friday 1st March 2024 at 12:00 noon
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email Alice Bath, Operational Manager: alice.bath@family-action.org.uk

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.