



Job title:	SENDIASS Case Officer, Wiltshire SENDIAS Service
Service:	Wiltshire SENDIAS Service
Location:	Wiltshire Area
Hours:	18.5 hours per week (part-time)
Salary:	£24,724 - £27,232 FTE per annum (£12,362 - £13,616 per annum for part-time) + £480 homeworking allowance per annum (£240 per annum for part-time)
Contract type:	Permanent contract

Are you a skilled practitioner with experience of supporting children and young people with SEND? Do you have effective and empathetic communication skills? Are you solution focused and passionate about making a difference? If so, Family Action has an exciting opportunity and would love to hear from you.

At Family Action we transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and 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 are looking for a motivated, passionate and committed Case Officer for our SENDIAS service in Wiltshire. You will demonstrate experience of working with families with additional needs and a drive to empower parents, carers and young people.

You will provide information and advice on local policy and practice, the Local Offer, Personal Budgets, the law on SEN & Disability, health and social care and support income maximization for families in a service that focuses to meet and comply with the IAS standards, as set out in the Children and Families Act (CFA) 2014 and the SEND Code of Practice.

Your impact

With a solution focused approach, you will provide casework support for families and young people in relation to the Education and Healthcare Plan (process), including providing advice around resolving disagreements, mediation and SEND appeals.

Your skills

To join us as a Case Officer you will have a recognised professional qualification in education, health, social work or equivalent, and evidence of a commitment to continuing learning and professional development and at least one year's experience in a similar role.

You will have experience that enables you to empathise with/advocate for families of children/young people with additional needs, demonstrating highly developed interpersonal and active listening skills and first-rate verbal and written communication skills.



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.

What will we offer you?

We'll offer you a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We are happy to talk flexible working to fit around our contracted hours of service. All roles in Family Action are open to a discussion about possible flexible working options, subject to business needs, and all new starters will have the right to make a flexible working request from day one of employment. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. We have six staff diversity networks that offer peer support and contribute to the strategic development of EDI; AccessAbility Network, Anti-Racism and People of Colour Network, Gender Equality Network, Inter-Faith Network, LGBTQIA+ Equality Network and Parents and Carers Equality Network. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

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**. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application26@family-action.org.uk
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing Date: Sunday 17th March 2024 at 5:00pm

Interview Date: 25th March and 27th March 2024

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: laura.france@family-action.org.uk

Appointments are subject to satisfactory Safer Recruitment checks, including a Disclosure and Barring Service (DBS) check where appropriate to the role.

ID: 1101