



JOB DESCRIPTION

Job title:	SENDIASS Case Officer
Service:	Wiltshire SENDIAS Service
Salary:	Grade 2 (upper) point 16-19
Hours:	18.5 hours per week (part-time)
Location:	Home Based within Wiltshire area
Responsible to:	Project Lead

Summary of job:

To provide casework support for children, young people and their families/representatives through phone calls, emails, online and face-to-face meetings. To undertake IPSEA L1-3 training in order to offer casework support in relation to the Education and Healthcare Plan (process), including providing advice around resolving disagreements, mediation, SEND appeals and tribunals.

A key part of this role will be to respond to initial enquiries that come into the service to provide impartial and accessible advice and support in a full range of matters relating to SEND law and processes.

Key tasks and responsibilities:

1. To respond to enquiries from the telephone helpline, email and website generated enquiries, text service and social media providing accurate and impartial information and advice on matters relating to SEND procedures, with particular regard to the SEND Code of Practice 2014.
2. To 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.
3. To provide confidential and impartial advice to young people on their own, if requested, and promote the voice of the child/young person throughout the work with families.
4. To provide individual casework for parents and young people through:
 - Phone, text and email contact
 - Home visits
 - Representation and support in preparing for and attending meetings, either face-to-face or online
 - Listening to concerns
 - Signposting to other local or national sources of support
 - Help with filling in forms, writing letters and reports, tailoring support as far as possible to individual need to ensure equal access to the service
 - Planning support to ensure the best use of time



5. Provide support for parents and young people during the EHC assessment and planning process by:
 - Acting as a named contact person throughout the process
 - Helping to transfer a Statement of SEN or Learning Difficulty Assessment (LDA) to an EHC Plan
 - Supporting with the EHCNA process
 - Liaising across a range of agencies
 - Providing information to help with understanding of Personal Budgets
6. To provide support in resolving disagreements, including via mediation and tribunals.
7. To provide information and advice on exclusions.
8. To work in a conciliatory way to facilitate communication between all stakeholders.
9. To develop positive working relationships with all agencies involved and to work within the CAF, TAC or TAF processes.
10. To work in-line with Information, Advice & Support Service (IASS) Network Quality Minimum Standards.
11. To undertake required initial training including IASS Legal Training, Independent Support training and IPSEA. To undertake further training as required for continuing professional development, including any required internal training, taking responsibility for maintaining your own, personal training records.
12. To keep accurate, up to date, detailed and confidential records and case notes, as well as responding to audit outcomes in a timely fashion.
13. To assist with such administrative support as required, including general administration, contributing to the production of detailed monitoring information and helping to collect data and information for reports as required, such as the quarterly and annual reports to Commissioners.
14. Take responsibility for accessing supervision and responding to any personal development, case or service decisions effectively, recording all decisions in-line with agreed reporting procedures and practice standards, ensuring at all times confidentiality and professional boundaries are maintained in-line with the Privacy Notice.
15. To 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 and vulnerable adults.
16. To 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.



17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To positively promote the service and engage with other providers in shared public events as required, e.g., Parent Carer Forums, child/YP engagement events or parent/care drop-ins.
19. Prepare and offer 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. In accordance with the needs of the service and its future development, take the lead in a designated area as and when required; for example, tribunals, Young Person link officer, Early Years' officer, training of professionals, SENDCo/school link.
21. To work flexibly as possible, according to the needs of the service, which may occasionally be outside of normal office hours, and carry out any other reasonable duties as required.

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PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development and demonstrable experience in a similar role.	✓	
2.	Independent Provider of Special Education Advice IPSEA legal training qualification (L1-3), or a willingness to work towards completion within 12 months of commencing employment.	✓	
Experience			
3.	Experience of working with families with additional needs and/or in an educational environment, local authority, voluntary organisation or another other field relevant to additional needs.	✓	
4.	Experience of direct work with children/young people with SEND.		✓
5.	Successful experience of multi-agency working and effective partnership working.	✓	
Knowledge & Skills			
6.	Ability 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.	✓	
7.	Excellent organisational skills and ability to prioritise workload, self-motivate and work to tight deadlines on own initiative or as part of a team. Ability to plan, prioritise and work under pressure, including recording detailed case notes.	✓	
8.	Knowledge of SEND legislation, particularly the SEND Code of Practice 2014.	✓	
9.	Ability to maintain confidentiality, impartiality and professionalism and stay calm under pressure and in difficult situations.	✓	
10.	Ability to mediate and facilitate positive working relationships between families and professionals, working together to meet the child/YP's needs as the focus throughout.	✓	
11.	A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.	✓	
12.	Commitment to implementing all Family Action's policies and procedures and able to work effectively with Family Action's Central Office support services to facilitate strong collaborative relationships with projects.	✓	
13.	Ability to work both independently or in coproduction with others, with the skills and knowledge to take the lead on a designated area within the SENDIAS service if required.	✓	
Values			
14.	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 	✓	



	<ul style="list-style-type: none">• Striving for excellence in everything we do• Having mutual respect for everyone we work with, work for and support through our services		
15.	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.	✓	
In addition			
16.	Willing to work hours in a flexible way to cover the requirements of the statutory service and contractual obligations, including some evenings and weekends, in order to meet the needs of the service and the minimum standards.	✓	
17.	The role will involve frequent travel across Wiltshire so access to your own vehicle and an up to date, clean driving licence is required. Some attendance at courses and events may involve wider travel at times.	✓	