

## JOB DESCRIPTION

**Job title:** Case Worker & Young Person Lead

**Service:** Solihull SENDIAS (Special Educational Needs & Disabilities Information, Advice & Support)

**Salary:** Grade 2 Point 16-19

**Hours:** 20 hours per week

**Location:** Solihull

**Responsible to:** Solihull SENDIAS Manager

### Summary of job:

To provide impartial and confidential information, advice and support through a variety of mechanisms. You will ensure that users of Solihull SENDIAS Service are aware of their entitlements and are empowered to make an informed contribution to any decisions made, and to resolve disagreements about their/their child's education, health and social care.

### Key tasks & responsibilities:

1. To provide a high quality point of contact for parents/carers/children/young people, and statutory and voluntary organisations.
2. To provide an enabling and empowering service to callers, keeping up to date with information regarding the services/interventions and support provided by other agencies to children and young people with SEND, and signposting to additional/alternative local and national services where appropriate.
3. To provide families with accurate, confidential and impartial information and advice on a range of matters relating to SEND procedures, with particular regard to the SEND Code of Practice 2014.
4. To hold a caseload and provide tailored support through email, phone and face-to-face contact to parents/carers of children and young people with SEND and directly to children and young people with SEND, including for children aged over 16 on their own, if requested.
5. To keep accurate records of all enquiries, actions and follow up activities, and keep the Solihull SENDIAS database up to date.
6. To assist in ensuring that effective working relationships are established and maintained with organisations and agencies which are relevant to the work of Solihull SENDIAS team, liaising as necessary with school management personnel (such as head teachers, governors, SENCOs, advisors, educational psychologists, education welfare officers and education officers), health and social care professionals and voluntary organisations.
7. To attend multi-agency meetings as required.

8. To provide drop-in sessions enabling families to access support for SEND issues.
9. To assist in the development, facilitation and delivery of workshops/training on topics relevant to SEND for parents/carers/children/young people, voluntary and statutory agencies, education services and schools in Solihull.
10. To act as lead within the team for engaging & developing engagement with Young People, and assist in the production of 'young person' friendly information on SEND procedures in a variety of formats, including leaflets, bulletins and/or other suitable means.
11. To actively initiate networking with a wide range of young person groups, professionals and services to ensure understanding of SEND and the roles and responsibilities of local services, and to ensure they are up to date with current support mechanisms, the law and any other SEND issues that may arise.
12. To attend conferences and other events (as necessary) to raise the profile of Solihull SENDIAS.
13. To share knowledge and learning, and keep Solihull SENDIAS colleagues informed of issues surrounding SEND through regular updates and team meetings.
14. To work flexibly to meet the needs of the service, including some evenings and weekends, and to undertake any other duties that are commensurate with your role, to support and contribute to the success of the SENDIAS Service.
15. To work in line with the Information, Advice and Support Service Network (IASSN) standards.
16. To ensure the implementation of Family Action's Equality & Diversity Policy and 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, and to protect your own and others' health, safety and welfare.
18. To comply with Family Action's Confidentiality and Data Protection Policies.
19. To have an understanding (appropriate to your role) of, and comply with, Family Action's policies and procedures for safeguarding the welfare of children and vulnerable adults.
20. To be able to evidence Family Action's values, which underpin Family Action's mission of 'building stronger families', at all times 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

## Personal Development

21. To maintain up-to-date knowledge of SEND legislation and local practice, and undertake developmental activities and training as necessary to improve the delivery of Solihull SENDIAS Service.

22. To actively take part in Family Action's appraisal process, and prepare for and attend regular supervision meetings and casework reviews with the SENDIAS manager.

## Person Specification

### Skills, Abilities & Qualities:

1. Excellent interpersonal and communication skills both written and verbal, and an excellent telephone manner.
2. Resilience and sensitivity in dealing with challenging issues, and the ability to empathise with the parents and carers, and children and young people with SEND, and to advocate for, and empower, them.
3. Strong negotiation and problem solving skills.
4. Strong record keeping/case recording skills.
5. A good level of IT skills including Microsoft Word, Outlook, Power Point and Excel.
6. Good organisational skills.
7. Ability to work on your own initiative and as part of a team, prioritise your own workload, and to work to tight and often conflicting deadlines.
8. Ability to mediate and facilitate positive working relationships between families and professionals.
9. Ability to build and maintain positive and effective working relationships with service users, colleagues and external professionals.
10. Ability to maintain confidentiality, impartiality and professionalism at all times, and to stay calm in the face of disagreement.

### Qualifications:

11. Level 3 qualification in one or more areas of multi-agency provision i.e. Education, Health or Social care, or Graduate level qualification in relevant area. You will be expected to successfully complete all online IPSEA legal training (Levels 1-3) within 12 months of joining the service.

**Knowledge:**

12. Awareness and understanding of current SEND principles and local and national procedures, and the IASSN standards.
13. Awareness and understanding of the legislation relating to SEND, the SEND Code of Practice and Disability Discrimination.
14. Awareness and understanding of the difficulties faced by children and young people with SEND.
15. Knowledge of Health and Safety.

**Experience:**

16. A minimum of 1 years' experience of supporting families, preferably working with families of, and/or with, children and/or young people with SEND either:
  - a. In an educational environment, local government, voluntary organisation or other field relevant to special educational needs; or
  - b. Within the community, the public and local agencies.
17. Experience of multi-agency working.

**Other requirements:**

18. A commitment to continuous learning and professional development.
19. A willingness to review, analyse and evaluate your own practice, and to share knowledge and learning.
20. Flexibility in ways and hours of working.
21. Should have access to a full driving licence, vehicle business insurance and a road worthy vehicle that conforms to legislative requirements for work purposes, or be willing to undertake regular travel to meet the needs of the service. Candidates who meet the requirements for the role but do not have a full driving licence, vehicle business insurance and access to a road worthy vehicle may be considered where reasonable adjustments can be implemented.
22. A commitment to implementing Family Action's policies and procedures.
23. A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
24. A commitment to Family Action's values of:
  - 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