

JOB DESCRIPTION (ID: 1137)

Job title: SEND Information Advice and Support Caseworker

Service: Harrow SENDIAS

Salary: Grade 2 Point 16 – 19

Hours: 22.2 hours per week

Location: Harrow, London

Responsible to: Project Coordinator

Summary of job:

To promote flexible workforce, as well as the post being across two London boroughs, Family Action will consider applications from individuals seeking full time, job share, or term time only working arrangements.

The role will involve support of children, young people and their families by phone, email and face-to-face. It will involve regular travel around the borough to support families at meetings at school and the Local Authority. The aim of the role is to inform children and young people with SEND and their parents/carers of their rights as regards the SEND process and to empower them to speak up within this process. The caseworker must keep abreast of education legislation and SEND policy.

Key tasks and responsibilities:

1. Respond to telephone and email enquiries and share responsibility for taking calls and arranging appointments on the service helpline.
2. Provide direct and impartial information, support and advice to parents, carers and young people via helpline, email and face-to-face and follow up discussions with schools, local authorities or other relevant agencies. Casework will involve:
 - Empowering service-users to express their views at meetings and in writing.
 - Researching and signposting to other services as necessary, maintaining positive and collaborative working relationships with voluntary sector partners.
 - Tailoring support as far as possible to individuals' needs to ensure equal access to the service.
 - Planning support to ensure the best use of time, ensuring that the appropriate type of support is offered (e.g., meeting, phone, and email) for the enquiry and family.
3. Keep accurate and confidential records and case-notes of interactions with service users, using Inform database system.

4. Support service users in meetings with the Local Authority, schools, and other professionals. This will involve:

- Supporting service-users to understand the content of the meeting.
- Helping empower children and young people to develop confidence in their own ability to make decisions about their future and to communicate their views effectively to professionals in Education, Health and Social Care
- Working in a conciliatory way to facilitate communication between all stakeholders involved.
- Keeping the child and young person at the centre of the process
- Taking notes and assisting parents with actions coming out of the meeting
- To undertake outcome focussed casework through supporting service users with social and health care enquiries.

5. To assist with developing and delivering drop- in advice surgeries and workshops on a variety of SEND related topics throughout the borough, in a variety of locations for parents and carers of children and young people with additional needs and also for young people to help them develop confidence in putting forward their views on their support needs and if involved in the ECH process.

6. To work closely with the Project coordinator, CYP worker and Advisory Group of the IAS and to inform and influence the work and access of children and young people to the service.

7. To provide targeted direct advice, and workshops at Early Years settings, and schools on raising awareness of early intervention, improving Inclusion in Early Years and access to primary, secondary school, reducing the risk of reduced timetable, lack of SEN support and risk of exclusions

8. To ensure all qualitative and quantitative data is available to management and contribute to outcome monitoring reports.

9. To empower young people to develop confidence in their own ability to make decisions about their future and to communicate their views effectively to professionals in Education, Health and Social Care

10. Assist with such admin support as required. This will include general admin (e.g. expenses, database) as well as contributing to the production of detailed monitoring information, largely through use of Inform data system and helping to collect information for the Annual Service Users' satisfaction survey.

11. To work in accordance with the IASS minimum standards 2018 and ensure own knowledge and practice of SEND information is maintained. Work in line with the Information, Advice & Support Service (IASS) Network Quality Standards and in accordance with SEND Code of Practice 2015, including the completion of IASS Legal Training. Undertake further training as required.

12. 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) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services
13. Have an understanding (appropriate to the role) of and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of the role and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
15. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
16. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. Educated to level three (e.g. NVQ, A levels, City and Guilds Qualification etc.) or above with a relevant qualification in, for example, education, social care, health or equivalent and evidence of a commitment to continuing learning and professional development.
2. Excellent written and verbal communication skills
3. Ability to empathise with/advocate for families of children/young people with additional needs and an ability to stay calm under pressure and in difficult situations.
4. Excellent organisational skills and ability to prioritise workload, self-motivate and work to tight deadlines on own initiative or as part of a team
5. Ability to maintain confidentiality, impartiality and professionalism and to mediate and facilitate between families and professionals (including experience of liaising with professionals/agencies)
6. Experience with families of children with additional needs (desirable) and/or in an educational environment, local authority, voluntary organisation or other field relevant to additional needs. Direct work with young people a particular advantage.
7. Good ICT skills (particularly Microsoft Word and Outlook email and experience of using database software an advantage)
8. Knowledge of current special educational needs and disability procedures and the SEND reforms and of educational procedures such as exclusions, admissions and the EHC process.
9. Basic knowledge of Harrow. Knowledge of national and local education, health and/or social care procedures would be a particular advantage.
10. A working understanding of education, health and social care local provision and ability to speak one of the most common languages in Ealing can be an advantage (most common languages in Harrow currently are Polish, Punjabi, Somali, Arabic, Urdu, Tamil, Persian/Farsi, Gujarati, Pashto).

11. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

e) Being **people** focused

f) Reflecting a '**can do**' approach

g) Striving for **excellence** in everything we do

h) Having **mutual respect** for everyone we work with, work for and support through our services