



## **JOB DESCRIPTION**

<b>Job title:</b>	SENDIASS & Admin Assistant (SAA)
<b>Service:</b>	Special Educational Needs and/or Disability Information Advice Support Service (SENDIASS)
<b>Salary:</b>	Grade 1 Point 10
<b>Hours:</b>	15 hours per week (part-time)
<b>Location:</b>	Wakefield (Hybrid with office access and flexibility to work from home)
<b>Responsible to:</b>	Service manager

### **Summary of job:**

Working alongside a team of experienced SENDIASS Officers you will assist in ensuring we meet contractual deadlines in responding to enquiries. This may include emailing information to service users, contacting them by phone to provide basic support or sending apologies for meetings.

You will also work alongside our Local Offer Lead and Admin assisting in the day-to-day running of the service. This would include adding information to our case file system and supporting with the updating of internal or external documents. You will be involved in researching information to add to our Facebook page and completing audits to identify broken links on the Local Offer website.

This role offers the opportunity to develop skills in the arena of SENDIASS and administration including specialist IPSEA legal training.

A vital element of your role will be to react calmly under pressure with the ability to work independently when delegated tasks. You will be supporting the existing staff team during periods of high volume enquiries and unexpected staff absence.

### **Key tasks and responsibilities:**

1. Assist the Service Manager and Senior SENDIASS Officer as required to ensure duty enquiries receive a first response within contractual timeframes.
2. To provide team support, which may include the production of resources including promotional material, Facebook posts and general information resources for the public (parents/carers, children, & young people with SEND) and professionals
3. 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. Seek advice and support from your line manager and/or identified individuals to discuss service user-related concerns and risk (e.g. abuse, domestic violence, escalated mental health).
4. Assist the Local Offer Lead in developing and supporting the Local Offer Champions



5. Where appropriate, be the front facing first contact for the service demonstrating professionalism and a supportive approach as required.
6. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and peer supervision, as required.
7. Assist SENDIASS Officers in producing Case Studies for quarterly reports that are outcome focussed and comprehensively detail progress.
8. Undertake own administration and keep timely and accurate records in accordance with Family Action standards whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide monitoring information as required.
9. Participate in internal and occasional external meetings and events to promote, support and celebrate the work of the service and agencies. Providing assistance to the administrator for any associated delegated task, including minute taking.
10. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
11. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
12. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

**Continued on next page**

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Minimum 3 GCSEs or equivalent at Grade A-C including Maths and English	✓	
2.	Willing to complete specific SEND legal training, i.e. IPSEA Levels 1	✓	
<b>Experience</b>			
3.	Experience of dealing with members of the public who may be distressed, finding effective strategies to engage when conversations are challenging and managing enquirer's expectations		✓
4.	Experience of direct work with children and young people, especially those with additional needs		✓
5.	A good understanding of SEND policies and processes and familiarity of SEND law and guidance		✓
6.	Knowledge of the role of SENDIASS and the Minimum Standards for delivery		✓
7.	Awareness of the issues that children and young people with SEND may experience		✓
8.	Experience of working with the public in an information, or customer service, role delivering to defined Customer Care standards		✓
<b>Knowledge &amp; Skills</b>			
9.	Evidence of excellent organisational and time management skills. Able to prioritise work and to carry out routine tasks accurately	✓	
10.	An excellent understanding of the need for confidentiality of information regarding all aspects of the post.	✓	
11.	Ability to understand and empathise appropriately with the issues facing children and families, especially those with complex needs. The post holder will be required to undertake ongoing safeguarding training.	✓	
12.	Able to communicate effectively in an accessible way including via phone, in writing, by text, email, social media and face to face with a wide range of service users including children and young people with SEND and professionals. Able to adapt communication appropriately to meet service user and colleagues needs.	✓	
13.	Demonstrate ability to communicate clearly and professionally through a variety of mediums with parents, children, professionals. Display excellent verbal, listening and recording skills including excellent IT skills, familiar with office 365 applications.	✓	
14.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.	✓	
15.	Able to operate efficiently under pressure; to make decisions about support needs and have the confidence to seek advice when necessary	✓	
16.	Solid experience and understanding of working in collaboration with others in a team setting as well as self- motivation & enthusiasm to work independently	✓	



<b>17.</b>	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"><li>• Being <b>people</b> focused</li><li>• Reflecting a '<b>can do</b>' approach</li><li>• Striving for <b>excellence</b> in everything we do</li><li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li></ul>	✓	
<b>18.</b>	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.	✓	
<b>In addition</b>			
<b>19.</b>	Willing to work hours in a flexible way, including very occasional evenings as required to meet the needs of the service.	✓	
<b>20.</b>	Able to work from a flexible base including the WESAIL Office, home and occasional events/external meetings	✓	