



## **JOB DESCRIPTION**

<b>Job title:</b>	SENDIASS Case Officer
<b>Service:</b>	Dorset SENDIAS Service
<b>Salary:</b>	Grade 2 (upper) point 16-19 + £480 homeworking allowance per annum, pro rata
<b>Hours:</b>	22.2 hours per week (0.6). There will be an expectation to work either a Monday and/or Friday to fit with the business needs of the service
<b>Location:</b>	Home Based within Dorset area
<b>Responsible to:</b>	Project Lead

### **Summary of job:**

To provide both initial enquiry and casework support for children, young people and their families/representatives through phone calls, emails, online and face-to-face meetings in relation to SEND.

A key part of this role will be to develop and maintain in-depth knowledge of current legislation, complying with statutory guidance and best working practice in-line with Information, Advice & Support Services (IASS). To undertake IPSEA L1-3 training in order to manage enquiries and casework, providing impartial legal information, advice and support in accordance with SEND legislation, policies and SENDIASS Minimum Standards and exemplifications, including the EHCP process, amongst others.

### **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 and the IASS Minimum Standards.
2. To provide information and advice on local policy and practice, the Local Offer, Personal Budgets, the law on SEN & Disability, education, 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 seek and promote the voice of the child/young person throughout all enquiries and case work.
4. To effectively communicate in highly sensitive and emotional situations, providing positive customer service. To maintain a professional and conciliatory demeanour under what can be difficult circumstances.

5. To provide individual impartial and accessible enquiry resolutions and casework for parents and young people through:
  - Phone, text, Teams and email contact
  - Home visits or SENDIASS events
  - Representation and support in preparing for and attending meetings, either face-to-face or online
  - Listening to concerns and helping families to understand local and statutory procedures and interventions
  - Signposting to other local or national sources of holistic support
  - Help to empower families 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 and advising on options
6. To adopt a conciliatory approach in resolving disagreements through early intervention to facilitate and improve communication between all stakeholders, including via meetings and reviews, mediation and tribunals.
7. To provide legal information and advice on exclusions, EHC needs assessment and planning, children missing education, children missing out on education, Personal Budgets, transition and tribunals, amongst others.
8. To develop positive working relationships with all agencies involved and to work within the CAF, TAC or TAF processes. To attend multi-agency working groups relevant to SENDIASS.
9. To undertake mandatory initial training including IPSEA L1-3 training, and refresher courses as required. To undertake further training for continuing professional development, including any mandatory internal training, taking responsibility for maintaining your own, personal training records.
10. To keep accurate, up to date, detailed, impartial, professional and confidential records and case notes, working within statutory timelines and pressures. Respond to audit, case reviews and supervision outcomes in a timely fashion.
11. 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.
12. Take responsibility for accessing individual and group supervision and reflecting or 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 and GDPR regulations.
13. To ensure you have an understanding (appropriate to your role) of, and comply with the Local Authority and Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults. To maintain professional curiosity and open dialogue.



14. 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.
15. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
16. 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/carer drop-ins. To represent SENDIASS attending internal meetings, workshops and conferences.
17. Prepare and offer training, or workshops to local education, health and social care professionals, children, volunteers, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.
18. Take a lead role in a dedicated area of responsibility within the service, in-line with the priorities identified in the Continuous Improvement Plan and service development priorities.
19. To work flexibly with the team 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
<b>Education, Qualifications &amp; Background</b>			
1.	Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent (or equivalent experience in a relevant field). Evidence of a commitment to continuing learning and professional development.	✓	
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.	✓	
<b>Experience</b>			
3.	Experience of working with families of children/young people 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.		✓
<b>Knowledge &amp; Skills</b>			
6.	Ability to empathise with families of children/young people with additional needs and in times of crisis, 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.	Prior 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 facilitate positive relationships between families and professionals, working together and intervening at the earliest opportunity to identify the 'bigger picture'. A commitment to offer a solution-focussed, proactive approach, ensuring a favourable, inclusive outcome for child/YP, which minimises stress for the whole family.	✓	
11.	Commitment to implementing all Family Action's policies and procedures, including fulfilling safeguarding responsibilities in-line with local area reporting procedures.	✓	
12.	Ability to work both independently and in co-production with others, with the skills and knowledge to take on an identified area of responsibility within the SENDIAS Service.	✓	
<b>Values</b>			
13.	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>		
14.	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. An understanding of the impact of deprivation and discrimination on communities, families and individuals.	✓	
<b>In addition</b>			
15.	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. Although the role is predominantly office hours, there will be some occasions when the delivery of training, or attendance at key events is required to be outside of normal working hours.	✓	
16.	The role will involve frequent travel across Dorset so access to your own vehicle and an up to date, clean driving licence is desirable. Some attendance at courses and events may involve wider travel at times.		✓