

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

SEND IASS Officer

SEND Information Advice and Support Service, Commissioning & Partnerships



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Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To fulfil the LA's statutory duties to provide information, advice and support to children and young people with SEND and their families relating to education, health and social care, in accordance with the requirements as outlined in the 2015 Code of Practice.

To contribute to the development and delivery of the Special Educational Needs & Disability Information Advice and Support Service (SEND IASS), providing high quality impartial information, advice and support to children and young people (CYP) with SEND and their parents/carers (service users) in accordance with the requirements of the Children and Families Act 2014. This includes communicating complex legislative information to a diverse range of service users, including children and young people and their parents to empower them to make informed decisions and resolve disagreements around education, health and social care.

To research, develop and deliver support, training and information to service users, statutory services, voluntary agencies, schools and related organisations to ensure that service users have access to the services they need to help them resolve their problems and queries about education, health and social care provision. To support the SEND IASS Manager in developing and ensuring the service meets the needs of children and young people with SEND and their parents / carers.

To work closely with the Service Manager to ensure that its operational activities fall within the strategic vision of the local area.

Accountable to:

This post reports directly to the SEND IAS Service Manager and acts as an important part of the link between the services strategic and arms-length operational functions. The postholder will manage the operational activities of the SEND IASS caseworkers.

Responsibilities:

1. To work with the Service manager to develop a high-quality, comprehensive, relevant SEND IAS Service for CYP with SEND and their families as outlined in the SEND Code of Practice (2015). This includes managing and analysing the operational aspects of the service and feeding them into the strategic plan and the local area SEND strategic plans. To disseminate outcomes of the work of the IAS Service locally and nationally via conferences, training events, newsletters, website and social media as appropriate so that the service is able to develop and improve.
2. To manage the day to day activities of the caseworkers and ensure the operational delivery of the advice line meets service needs.

3. Ensure an awareness of issues facing CYP and their families and use this to prepare and deliver training sessions and presentations on the issues to service users, schools, other statutory and voluntary agencies and parent / carer groups, ensuring the material reflects current legislation, policy and practice, promoting information sharing and the development of effective links between partners.
4. To provide a high-quality point of contact for service users, statutory and voluntary agencies to address their queries and requests, provide them with information, advice and support to help them understand procedure and interventions and empower service users to express their views and have their voice heard in decision making both at an individual and strategic level. To support the operational delivery of the Adviceline.
5. To network and collaborate with staff from the local authority, health and voluntary agencies working in related areas so that information and knowledge can be shared and good relationships built to give appropriate support to CYP and their families accessing the services.
6. To support the Service manager in the recruitment, training, supervision and retention of SEND IASS Caseworkers to ensure they are able to give appropriate and relevant support to service users in a professional and consistent manner.
7. Undertake IPSEA legal training, levels 1, 2 & 3 as required by the Council for Disabled Children Minimum Standards and adhere to the principles of the SEN Code of Practice and keep abreast of legislation and policy relating to SEN and disability and to undertake additional training as appropriate.
8. To work with the Parent Carer Forum, schools, voluntary and 3rd sector agencies and groups to promote and advise on the participation and support of service users to develop effective partnerships and to help facilitate co-production and a better understanding and increase their involvement in developing local services, SEN policies and practice.
9. To manage and develop the IASS Advisory Council for Young People ensuring that the VOC is captured and fed into local are SEND Strategy. This will include facilitating meetings and conferences for young people with SEND and liaising with schools and parents.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> Mediation Skills Ability to use IT / Social Media to record and communicate information Ability & willingness to work flexibly 	E	A, I, D
<ul style="list-style-type: none"> Good oral and written communication skills and the ability to write reports to a high standard. Ability to assimilate, analyse and communicate complex information to a diverse range of service users Leadership skills with the ability to meet operational objectives through service planning, setting priorities, problem solving, creativity, delegation, monitoring and performance management. Excellent organisational skills. Ability to manage caseworker ensuring staff are delivering service outcomes against agreed targets and timescales. Ability to keep up to date with legislation relating to SEN and disability A commitment to continuous learning and professional development Ability to apply a positive and creative approach to problem solving Ability to work using own initiative Ability to work independently and as part of a team Ability to prioritise work and manage time efficiently. Car user with ability to travel. 	E	A, T, I, P, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, I

Knowledge:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> Detailed knowledge of the SEN Code of Practice and SEN and disability legislation (Equality Act 2010). Knowledge of current local policy and practice as related to the needs of families of children with SEND. 	E	A, T, I, P, D

<ul style="list-style-type: none"> • Knowledge of health or social care practice • Knowledge of education settings, including nursery's, schools, colleges and Alternative Provisions • Knowledge and experience of planning and delivering training. • Good understanding of safeguarding procedures 		
<ul style="list-style-type: none"> • Knowledge of the voluntary SEND sector • Knowledge of legislation relating to EHE, CME and school attendance and exclusions. 	D	A, I, D

Relevant experience:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • Experience of working directly with young people, parents, statutory agencies and voluntary organisations. • Experience of working directly with young people to ensure the VOC is captured and used in planning of service and fed into the wider LA strategy. • Previous experience within a social care, education or health setting. • Current experience in or knowledge from an SEN environment (or other involvement with SEN – voluntary or personal) and CPD including a range of courses undertaken to inform practice. • Experience in negotiation and management of situations under conflicting pressures • Experience of supervising staff 	E	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
• Educated to degree level OR relevant experience in a similar field	E	A, I, D
• Training in counselling, mediation or person-centred approaches	D	A, I, D
• Recognised qualification in Special Educational Needs / Education / Health or Social Care	D	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check,

Day-to-day in the role:

Hours:	37hrs pw	Primary work base:	One Angel Square
Job family band:	Care & Welfare	Worker type:	Fixed
Salary range:	£40,316 - £43,675	Budget responsibility:	N/A
People management responsibility:	Adviceline working		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type with some operational elements, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). However the role may require regular face to face with service users and colleagues

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

