

Job Description

Job Title: SENDIAS Adviser

POSCODE: CCC0156

Grade: Scale 6

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

- The SENDIAS service is offered to parents and carers of children and young people aged 0-25 years old as well as children and young people with SEND aged up to 25 years old.
- The SENDIAS Adviser offers free impartial, confidential information, advice, support and where appropriate advocacy on law, policy and practice relating to Special Educational Needs and Disabilities (SEND) and related health and social care law, policy, and practice.
- To support and encourage the participation and empowerment of parents, young people, and children with SEND to play an active, informed role in their education, health, and future through discussions with them and professionals in education, health, and social care.
- The postholder in this role will be responsible for a case-load as a result of a contact to the SENDIAS Service.
- To complete the job role across Cambridgeshire County Council and Peterborough City Council as part of an aligned SENDIAS service.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	To be responsible for a caseload offering impartial and confidential advice and support because of a contact to the SENDIAS Service, being a provider of information and support dealing with queries and concerns about sensitive and confidential issues. The service has to work at arm's length to the authority to ensure and demonstrate it's confidential and impartial nature and any information, advice and support given must meet this requirement including advice about and discussion with local authority and health staff.
2.	To work directly with parents and carers of children and young people aged 0-25 years old as well as children and young people with SEND up to 25 years old, utilising different methods of communication as appropriate.
3.	To support and encourage the participation and empowerment of parents, young people and children with SEND to play an active, informed role in their education, and in the provision of health and social care support through discussions with them and other professionals in education, health and social care.
4.	Using knowledge of SEND, health and social care legislation and its interpretation to provide information, guidance and support on SEND, education and related health

	and social care matters to parents/carers/young people/children, professionals, voluntary groups, schools and other users of the service
5.	To offer support, assistance and advice to existing and developing parent support groups in the community and in schools or other relevant forums.
6.	To offer training and advice to parents/carers/young people/children participating in information sessions, training and 'drop ins' in a wide variety of settings with parents, carers, young people, children and other professionals. To be prepared to attend ongoing training and conferences to support their own professional development and ensure knowledge and skills are continuously updated
7.	Liasie with a range of professionals in education, health and social care in order that parents/carers, children and young people can participate fully in their child's or their own education, health and social care.
8.	To undertake any other duties as requested by the line-manager in accordance with the level of the post.
9.	Maintain full and accurate records of work, ensuring that relevant data and information is available as appropriate to management.
10	Demonstrate an awareness and understanding of equality, diversity, and inclusion.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills, and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to Key Skill Level 2: 5 GCSE to include English and Maths Grades 5-7 (A-C) or equivalent NVQ level 2	To include Maths and English	Essential
Relevant higher qualification in education at degree level		Desirable
Qualification relating to families and children		Desirable
Educated to key Skill level 3: 2 'A' Levels (4 x AS Levels), ONC, OND, BTEC, NVQ Level 3 or equivalent qualification and/or equivalent experience		Essential
Evidence of continuing professional development		Desirable
Level one or above of the SENDIASS/IPSEA legal training or willingness to pass Level 1,2 & 3 within 1 year of appointment (A&I)		Essential

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

Identify	Describe	Essential/ Desirable
Knowledge		
- Knowledge of SEN legislation and its interpretation - Knowledge of Special Educational Needs and Disabilities (A&I) - Knowledge of SEN Code of Practice 2015, Equality Act 2010, Childrens and Families Act 2014, Mental Capacity Act 2005 (A&I)	Knowledge requirements of the legal framework that underpin the service.	Essential
Knowledge of the LA's and Health panels, policies,	Role requires this but can be learned in post	Desirable

appeal processes, complaints, Child Protection procedures		
Knowledge of the education system and how children with additional educational needs are supported in schools (A&I)	Role requires this and can be learned in post	Essential
Understanding of the way children and young people use and interact with a different sources of information	Role requires this and can be learned in post	Desirable
Significant knowledge and experience of working with parents/carers of children and young people with SEND and with young people (A&I)	Role requires this and can be learned in post	Essential
Knowledge of partnership working and how to engage with a wide range of partner agencies (A&I)	Role requires this and can be learned in post	Essential
Skills		
Ability to respond calmly to stressful situations with parents, young people and children who may be upset, hostile, anxious, etc. (A&I)	Need to respond calmly when dealing with people who may exhibit angry/hostile behaviours and /or be upset in meetings.	Essential
A good communicator, able to listen and respond appropriately particularly over the telephone, answer questions on a range of topics (I)	To be able to respond on the advice line to queries appropriately to the service.	Essential
An understanding and awareness of equality and diversity (I)		Essential
Ability to work flexibly, remotely, and agile, in and out of office hours as required, reflecting the patterns of school and community-based	To work flexibly if required by the service need as agreed with manager e.g., an evening meeting with a parent and school.	Desirable

parents' meetings and the needs of the role		
• Sound planning and organisational skills (A&I)	Ability to be able to organise and plan work and schedule	Essential
• Ability to work unsupervised for periods (A&I)	Ability to be able to work independently	Essential
• Be comfortable with challenging a range of professional in a respectful, boundaries way (A&I)	To maintain professional boundaries and challenge in a respectful way	Essential
• Liaise with a range of professionals in education, health, and social care in order that parents and young people can fully participate in their child's or their education and care (A&I)	To ensure a range of professionals are engaged with to support the needs of the family in terms of their engagement of their care and education	Essential
• Effective ICT skills to provide evaluative management information(A&I)	To be able to competently use IT and produce management information as required by the service	Essential
• Participate in information sessions, training and 'drop ins' in a wide variety of settings with parents, young people and professionals (A&I)	To be able to communicate appropriately	Essential
• Be confident to signpost to relevant agencies and support networks (A&I)	To understand the wider landscape of services available	Essential
• Be confident in working with parents, children, and young people, who may have special educational needs and disability	To be able to work effectively with both parents and children/young people who have special educational needs and disability and support appropriately so they understand and can access appropriate information	Essential
• Self-motivated, enthusiastic, and well organised (A&I)	Ability to set own work schedule and prioritise	Essential

Ability to work independently and as a member of a team (A&I)	To work as part of the SENDIAS service, alongside other professionals collaboratively and independently	Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Significant and relevant experience of working in a role involving families	Previous experience that has involved contact and working with families -either paid or unpaid	Essential
Significant experience of working with parents/carers of children and young people with SEND and with young people	Previous experience of a role that has worked with parents/cares of children and young people with SEND-either paid or unpaid	Essential
Experience of the education , health and social care systems and how children with special educational needs and disabilities are supported.	Previous experience either paid or unpaid of the education, health and social care systems and how additional educational needs are supported -	Essential
Experience of working as a provider of information and dealing with queries and concerns about sensitive and confidential issues	Experience in any role that can be drawn upon to illustrate dealing with queries of a sensitive nature and confidentiality	Essential
Experience of different methods of communication	Experience of using written communication letters/emails and verbal in person and /or telephone	Essential
Experience of preparing and attending mediation and tribunal appeals		Desirable
Experience of diffusing difficult and volatile situations (A&I)		Desirable
Experience of managing a varied caseload and ensuring safe working practices		Essential
Equality, Diversity, and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.	

Safeguarding (*include for roles working with children/vulnerable adults*)

Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
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