



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: SEND IASS Caseworker

Grade: NNCBAND06

Reports to: Pippa Montgomery-Crellin

Responsible for: N/A

Directorate and Service area: Children's Services, Partnerships and Development

### **Purpose of the job**

SEND IASS (Special Educational Needs and Disabilities Information, Advice, and Support Service) is a statutory service dedicated to assisting children and young people with special educational needs and disabilities (SEND), as well as their parents and carers. SEND IASS operates at arm's length to ensure impartial support, and is guided by national Minimum Standards and legislation, including the Children and Families Act 2014 and the SEN Code of Practice. The primary aim of SEND IASS is to empower families by helping them understand their rights, SEND processes, and available support across education, health, and social care.

The caseworker role within SEND IASS is essential in providing direct support. Caseworkers act as a bridge between families, professionals, and local authorities, advocating for the needs and rights of children and young people to be accurately understood and represented. They offer personalised guidance on complex matters such as statutory assessments, Education Health, and Care (EHC) plans, and SEND tribunal appeals, helping families navigate these processes with confidence. Caseworkers deliver information and advice on SEND legislation and local policies and work

directly with families during important meetings, assessments, and appeals to advocate on their behalf and amplify their voices.

The purpose of the caseworker role is to equip families with the knowledge, tools, and confidence to make informed choices, advocate effectively for their children, and engage in decision-making processes. Caseworkers also support families in managing challenging situations, such as navigating disputes or exclusions, by helping to resolve misunderstandings or disagreements and fostering collaborative solutions. They work with education, health, and social care professionals to build understanding, share information, and strengthen the overall SEND support network in North Northants. Through their tailored guidance and advocacy, caseworkers play a vital role in promoting inclusive practices and securing positive, sustainable outcomes for children and young people with SEND.

### **Principal responsibilities**

1. Act as a high-quality point of contact, addressing queries and providing information, advice, and support on SEND legislation, local practices, and procedures.
2. Complete IPSEA legal training (levels 1–3) and maintain up-to-date knowledge of the SEND Code of Practice, legislation, and policies.
3. Support children, young people, and families through the Statutory Assessment process, including mediation and SEN tribunal participation, ensuring informed engagement.
4. Facilitate and engage with young people's forums, advocating for the voices of children and young people, and embedding their needs and aspirations in SEND service planning across education, health, and social care.
5. Manage a caseload, offering tailored support to children, young people, and families, including young people aged 16 and over.
6. Advocate for service users at school meetings, case conferences, and exclusion hearings, ensuring full participation and representation.
7. Maintain accurate records of enquiries, actions, and follow-ups, ensuring the SEND IASS database is consistently and accurately updated.
8. Collaborate with local partnerships, voluntary organisations, and agencies, delivering workshops, training, and drop-in sessions to support SEND awareness and service accessibility.

## **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

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.

## **Special features of the post**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>• A-level education or equivalent, or relevant work experience.</li> <li>• Capability to complete the legal training provided by IPSEA.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised qualification in Special Educational Needs, Education, Health, or Social Care.</li> <li>• Training in counselling, mediation, or person-centred approaches.</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>• Current experience or understanding of a SEN environment, including voluntary or personal involvement with SEND.</li> <li>• Familiarity with the SEND Code of Practice and relevant legislation, including the Equality Act 2010.</li> <li>• Experience working directly with children, young people, parents, statutory agencies, and voluntary organisations.</li> <li>• Ability to interpret complex legal information and communicate it effectively to diverse service users through various methods.</li> <li>• Proven experience in problem-solving, conflict resolution, and mediation.</li> <li>• Experience in systems/database administration and management.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Local Authority policies and practices related to families of children with SEND.</li> </ul>
Ability and Skills	<ul style="list-style-type: none"> <li>• Stay current with SEN/disability legislation and complete formal training as needed.</li> <li>• Fluent in spoken English with strong oral and written communication and active listening skills.</li> <li>• Non-judgmental, objective approach in all interactions.</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation skills and effective use of IT/social media for communication.</li> <li>• Flexible with working hours as required.</li> </ul>

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> <li>• Committed to continuous learning and professional growth.</li> <li>• Proficient in Office 365 or willing to train during probationary period.</li> <li>• Positive, creative problem-solving skills.</li> <li>• Able to work independently and collaboratively within a team.</li> <li>• Strong time management and task prioritisation abilities.</li> <li>• Valid driver's license and ability to travel across the county.</li> </ul>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Candidates are encouraged to provide any further relevant information that highlights their suitability for the role.	