

JOB DESCRIPTION

Job Title: SENDIAS Service Manager
Section: Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS)
Directorate: People and Communities
Reports to: Head of Service Targeted Support North
Grade: P2
Location: Alconbury Weald CCC
Hours: Full time

Overall purpose of the job

To provide management of the SENDIAS Service across Peterborough and Cambridgeshire to fulfil the legal duties and requirements for the service as defined in the Children and Families Act 2014, the SEND Code of Practice 2015 and associated minimum standards issued in 2018.

SENDIASS must provide confidential and impartial information, advice and support to parents and carers of children, 0-25 years with SEND and to children and young people with SEND up to 25 years of age in accordance with legislation and national guidance.

The information advice and support should cover education, health and social care and relevant sections of the voluntary sector developing partnerships with key internal and external partners to effectively support:

- *parents and carers who have a child or young person with special educational needs (SEN) or a disability*
- *young people (16-25 years) with special educational needs (SEN) or a disability*
- *children (up to 16 years) with special educational needs (SEN) or a disability*

MAIN ACCOUNTABILITIES

1. SENDIASS Management

- To provide an information, advice, and support service to:
 - parents and carers who have a child or young person with special educational needs (SEN) or a disability
 - young people (16-25 years) with special educational needs (SEN) or a disability
 - children (up to 16 years) with special educational needs (SEN) or a disability
- To line manage the Deputy Manager, Database and Advice Line Manager, SENDIASS Advisors covering specified districts of Cambridgeshire or specific project work, SCIP Database Coordinator, Schools Preference Advisor and Childcare Adviser. This to include caseload supervision and professional guidance.
- To ensure that the service is compliant with relevant legislation and exceeding the expectations of national guidance in relation to the provision of an SEND Information, Advice and Support Service.
- To recruit, support and retain staff including training and workforce development.
- To ensure that the service is meeting national minimum standards.

2. Developing appropriate processes to support the effective running of the service including performance management and evaluation systems.

To include:

- Managing the ongoing development of the service including service planning and effective resource management.
- Developing appropriate processes to support the effective running of the service including performance management and evaluation systems.
- The development and identification of service targets and monitoring of client demands and service performance.
- Producing reports as required for commissioners and stakeholders.
- Presenting reports as required at key stakeholder and commissioning meetings/boards.

3. Contributing to strategic development across relevant areas promoting collaborative working and maintaining ongoing dialogue with statutory and voluntary organisations across Cambridgeshire and Peterborough.

- To ensure that the views of parents, young people and children are influencing a range of service developments in relation to SEND across relevant directorates within children's services in Education, Social Care and Health.
- To provide specialist knowledge in relation to relevant legislation and national guidance.
- To represent the SEND Information, Advice and Support Service at key strategy and stakeholder groups and boards.
- To provide leadership around specific areas and in particular the provision of SEND information and advice to parents, young people and children.

4. Consultation with parents and carers

- To deliver a range of consultations with parents through a mixture of methods as required.
- To ensure that the views of parents, young people and children influence ongoing service development within the SEND Information, Advice and Support Service.
- To ensure that the views of parents, young people and children reach decision makers through direct involvement on key strategy groups in relation to SEND.
- To ensure parents, young people and children are aware of their influence and how their views have influenced service change.

5. Providing parental access to independent support:

- To provide access for parents and young people to independent support through mediation and conflict resolution services.
- To provide access to a range of support available through voluntary groups and organisations to parents, young people, and children.

6. Developing partnerships:

- To develop partnerships between parents, young people, children, local authority representatives, schools, health and voluntary organisations, in order to enable greater understanding of the respective roles of the local authority, schools and others in the identification, assessment and provision of special educational needs and to minimise the occurrence of conflict, complaints and appeals.
- To liaise with key internal and external partners to ensure parents, young people and children are aware of the wide range of support services available to them.

7. Budget Management:

- To be accountable for budget and adhere to the Scheme of Financial Management (CCC) as a budget holder and to effectively use resources – balancing priorities and resources across Cambridgeshire and Peterborough.
- To manage the SENDIASS budget in line with County Council policy
- To work alongside health regards joint commissioning arrangements and funding contributions.
- To ensure the setting, effective use and monitoring of the budget so the service is able to provide value for money and effective support to parents and carers, young people and children.

8. Providing specialist information to a range of people:

- To ensure appropriate engagement with relevant staff both strategically and operationally in education, health, social care, and the voluntary sector, and to provide specialist knowledge and advice to service staff, staff within Local Authorities and other partners such as voluntary organisations and local service providers.
- To provide a range of clearly accessible information which is up-to-date and relevant to the needs of parents, carers, young people, and children.
- To ensure that the SEND Information, Advice and Support Services website is relevant and well maintained.
- To produce leaflets, booklets, termly newsletters and information packs to ensure Cambridgeshire parents are aware of national and local developments in relation to SEND either digitally or in print as required.
- To organise workshops, conferences and training, in partnership with colleagues on relevant SEND issues.

9. Other Duties and Responsibilities:

- To participate and represent the service in national and regional forums and to:
 - provide feedback to government and national agencies (eg. National Children's Bureau)
 - inform policy and practice within the Regional IASS network
 - promote regional training and the joint development of resources.
- To initiate and or manage specific project work as required, including bids and applications for new initiatives and grant funds and required reporting as relevant to the service.
- To undertake other duties, as requested and appropriate by joint commissioners.
- To demonstrate an awareness and understanding of equality, diversity and inclusion.

PERSON SPECIFICATION

Qualifications, knowledge skills and experience

Minimum level of qualifications required for the job

<i>Qualifications Required</i>	<i>Subject</i>	<i>Essential/ Desirable</i>
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification or significant level of relevant SEND experience.	In a subject relevant to the role	Essential
Level 3 SENDIASS/IPSEA legal training	In relation to SEND	Essential
Evidence of continuing professional development	In relation to SEND	Essential
Relevant qualification at Level 5 or above.	In a subject relevant to the role, for example Leadership and Management	Desirable

Minimum level of knowledge, skills and experience required for the job

<i>Identify</i>	<i>Describe</i>	<i>Essential/ Desirable</i>
Knowledge		
Knowledge of SEN, Disability and Social Care legislation and its interpretation (including SEN Code of Practice 2015, Equality Act 2010, Childrens and Families Act 2014 and Mental Capacity Act 2005).	All Local Authorities must provide an SEND Information, Advice and Support Service and this outlines the legal duties and requirement.	Essential
Knowledge and experience of education, health and social care systems and how children with SEND are supported in schools and community settings.	This knowledge is needed to deliver appropriate and accurate advice and information to children, young people and families with SEND.	Essential
Significant knowledge and experience of working with parents/carers of children and young people with SEND and with young people.	This knowledge is needed to deliver appropriate support and information to children, young people and families with SEND.	Essential
Knowledge and experience of partnership working and how to engage with a wide range of partner agencies.	The SENDIAS Service works with a range of partners and a Stakeholder Steering Group as part of its governance.	Essential
Skills		
Excellent communication and analytic skills using a range of methods (eg. verbal, audio-visual, online and written)	The postholder is required to communicate with a range of service-users, commissioners and partners and to use their communication skills to effectively negotiate the best outcome.	Essential
Ability to lead, motivate and train staff in varied settings	The postholder will be required to deliver SEND training to service staff, LA partners and external organisations.	Essential

Ability to respond calmly to stressful situations with staff, parents, young people and children who may be upset, hostile, anxious etc.	The postholder will need to be able to respond appropriately and professionally in difficult situations.	Essential
Self-motivated, enthusiastic, well organised, and capable of working autonomously or collaboratively according to circumstances.	The postholder will be managing the service at arm's length from the LA so a combination of autonomous working whilst also collaborating with commissioners and stakeholders is needed for effective service delivery.	Essential
Ability to challenge professional colleagues in a respectful and boundaried way (ie. act as "a critical friend").	The role of a constructive "critical friend" to the LA and SEND support services is important in maintaining autonomy and credibility with service-users. This also provides statutory agencies with helpful feedback on the impact and quality of its policies and procedures.	Essential
Effective ICT skills to collect and evaluate management information	The postholder will be responsible for several reports and KPIs for commissioners to monitor performance targets and ensure that minimum standards are met.	Essential
Excellent planning and organisational skills.	The postholder will need to be able to manage a diary, work to deadlines and plan workload according to key timescales and requirements.	Essential
Willingness to further develop knowledge and skills.	National changes in policy, for example SEND Inspection frameworks or the Area SEND Review, may require further developments of knowledge of the SEND landscape and its implications for the service.	Essential
Ability to contribute to the development of Local Authority, Health and Voluntary Sector strategy and service delivery.	National changes in policy eg. Area SEND Review may require the postholder to contribute to policy and strategy changes.	Essential
Experience		
Significant experience of management and supervision in SEND	As the remit of the service is SEND, this experience as a Service Manager is required.	Essential
Experience of managing and/or supervising varied caseloads and ensuring safe working practices.	The postholder will be managing a service of case-holding practitioners.	Essential
Experience of working as a provider of information and dealing with queries and concerns about sensitive and confidential issues.	The service provides impartial and confidential information and advice which is often sensitive.	Essential
Experience of partnership working and how to engage with a wide range of partner agencies.	The service reports to a Stakeholder Group which forms its statutory governance mechanism. This is chaired by an independent	Essential

	chairperson and consists of representatives of families in both CCC (Pinpoint) and PCC (Family Voice), health, education, social care and commissioners.	
Experience of budget management and allocation of resources	The postholder will be the budget holder for the service and will need to sign up to the Scheme of Financial Management.	Essential
Experience of successful project management	As opportunities arise, the postholder will be expected to take the lead on relevant projects.	Desirable
Experience of data collection, analysis and monitoring of service performance.	The postholder is required to analyse and present reports based on available data as provided from the data base and as required by joint commissioners, governance group and service users.	Essential

Special Requirements

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	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, young people and vulnerable adults.
Travel	Clean driving licence and a willingness to travel according to the demands of the post.