

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

IASS Caseworker

High Needs Block, Schools

Educations Services, People Directorate

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.



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Purpose and impact:

To provide a high quality impartial Information, Advice and Support (IASS) to children and young people with SEND and their parents/carers 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, young people and their parents to allow them to make informed decisions and resolve disagreements around education health and social care.

To provide an information service to professionals in education, health and social care to enable them to give accurate information to families they are working with.

Responsibilities:

1. To provide a high quality point of contact for service users to address their queries and requests, provide them with information, advice and support to help them to understand SEND legislation and local practices, procedures and interventions and empower service users to express their views and have their voice heard in decision making.
2. 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 all legislation and policy relating to SEN and disability.
3. To support children and young people and / or their parents during the Statutory Assessment process including supporting them in Mediation and at the SEN 1st Tier tribunal process and ensuring that they fully understand and can take part in the processes and that their voices are heard.
4. Champion the needs and aspirations of children and young people and use a variety of communication tools and practices to ensure that their voice is at the heart of all planning and development of local SEND Services, this includes working across education, health and social care.
5. To hold a caseload and provide tailored support directly to parents / carers of children with Special Educational needs and Disabilities (SEND) and directly to children, young people with SEND, including for young people aged over 16 on their own, if requested.
6. To provide support for children, young people and their parents / carers at school meetings, case conferences and core meetings, ensuring they can fully participate in the process. To support children, young people and their parents at exclusion meetings with schools, governors and IRP meetings.
7. To keep accurate records of all enquiries, actions and follow-up activities and keep the IASS for SEND Northamptonshire database up to date.
8. 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 working relationships built to give appropriate support to young people and their parents accessing the services.
9. To assist in the development, facilitation and delivery of workshops / training on topics relevant to SEND for parents / carers / children/ young people, voluntary and statutory agencies, education services and schools in Northamptonshire. To provide Drop-In sessions enabling families to access support for SEND issues at a variety of different locations. To attend conferences and other events (as necessary) to raise the profile of IASS for SEND in Northamptonshire.

10. Ensure that reasonable care is taken at all times for your health, safety and welfare and for other people, and to comply with the policies and procedures relating to health and safety within the department.
11. 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.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. 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
Ability to keep up to date with legislation relating to SEN and disability and undertake formal training in these areas	Essential	A, T, I, P, D
Good oral and written communication skills	Essential	
Active listening skills	Essential	
Ability to empathise	Essential	
Ability to be non-judgemental and objective	Essential	
A commitment to continuous learning and professional developments	Essential	
Ability to apply a positive and creative approach to problem solving	Essential	
Ability to work using own initiative	Essential	
Ability to work independently and as part of a team	Essential	
Ability to prioritise work and manage time efficiently	Essential	
Car user with ability to travel throughout the county	Essential	
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	
Mediation skills	Desirable	
Ability to use IT/Social Media to record and communicate information	Desirable	
Ability and willingness to work flexible hours	Desirable	

Knowledge:	Essential / Desirable	Measured by
Knowledge of Local Authority policy and practice as related to the needs of families of children with SEND	Desirable	A, T, I, P, D
Current experience or knowledge of an SEN environment (or other involvements with SEND – voluntarily or personal)	Essential	
Knowledge of the SEN Code of Practice and SEN and disability legislation (Equality Act 2010)	Essential	

Relevant experience:	Essential / Desirable	Measured by
Experience of working directly with children and young people / parents / statutory agencies / voluntary organisation	Essential	A, T, I, P, D
Ability to be able to understand complex legal information and to communicate it to a wide range of service users using a variety of different communication methods	Essential	
Experience of problem solving, resolving conflict and mediation	Essential	
Experience of systems / database administration / management	Essential	

Education, training and work qualifications:	Essential / Desirable	Measured by
Good education to A level or equivalent or appropriate work experience	Essential	A, T, I, P, D

Ability to undertake the appropriate legal training provided by IPSEA	Essential	
Recognised qualification in Special Education Needs / Education/ Health or Social Care	Essential	
Training in counselling, mediation or person-centred approaches	Desirable	

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, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non police personnel vetting, Disqualification from Caring

Day-to-day in the role:

Job family & salary band:	Care & Welfare WNC Band 6	Worker type:	Part-flexible
People management responsibility:	None	Budget responsibility:	None

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, 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).

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.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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.

