

Job Title: SEND Family Partnership Officer (IASS)

Grade: 8

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

SENDIASS Family Partnership Staffordshire is an Information, Advice and Support Service for Parents and Carers of Children and Young People aged 0-25 years with special educational needs and/or disabilities (SEND), and Children and Young People. It provides impartial and confidential information, advice and support about matters related to their SEN and/or disability, including matters relating to Health and Social Care. It operates as a confidential, free and arms' length service from the Local Authority.

Reporting Relationships

Responsible to: SENDIASS Family Partnership Manager

Responsible for: N/A

Key Accountabilities:

1. To provide accurate and up-to-date information to parents and carers on all aspects of special educational needs and/or disability (SEND) in line with current legislation and local procedures, e.g.
 - Government legislation including:
 - The Children and Families Act 2014
 - The Code of Practice for Special Educational Needs and Disabilities 2015
 - Care Act 2014
 - Education Act 1996
 - Chronically Sick and Disabled Person's Act 1970
 - Health and Social Care Act 2012
 - Mental Capacity Act 2005
 - Equality Act 2010
 - Staffordshire policies and procedures relevant to SEND, including those of:
 - Services within the Families and Communities Directorate
 - Entrust
 - Voluntary Organisations, other statutory bodies and alternative education providers
2. To comply with the National Minimum Standards for IASS by undertaking legal training provided by the IASS Network.
3. To offer impartial and confidential support directly to children and young people and to parents and carers, to empower them to participate confidently and effectively, and in an informed way in the decision-making process regarding all aspects relating to their/or their child's SEND.

This will be through a combination of:

- The provision of information, preparation for meetings, interpretation of and assisting with documentation, letters and reports, normally by telephone or email
 - Support at school, LA or other meetings in exceptional circumstances
 - To provide advocacy support, if required
4. Jointly, with other members of the Service, respond to incoming enquiries through the telephone helpline.
 5. To assist parents and carers and children and young people in preparing for and, when required, supporting them at informal dispute resolution meetings, Mediation, Tribunals, Governors' Discipline Committee meetings and Independent Review Panels.
 6. To develop and facilitate opportunities for:
 - Parents and carers of children with SEND and children and young people with SEND, Parent groups, Voluntary groups and professionals to share information and consultation e.g. Networking and engagement.
 - Ensuring the voice of parents and carers of children with SEND, children and young people with SEND in Staffordshire influence and shape the development and implementation of services providing an identified route to feedback on the impact of this.
 7. To work collaboratively to recruit, train and make referrals to Independent Parental Supporters.
 8. To keep accurate records of service activity; this will provide statistical evidence for monitoring and evaluation of the Service.
 9. To record clear and comprehensive confidential case notes in line with the SEND Family Partnership guidelines, so as to maintain the "arm's length" status of the Service.
 10. To focus on identified areas of the county:
 - To work pro-actively with schools, colleges and training providers in planning, organising and facilitating opportunities to help parents and carers further their knowledge about SEND including support to set up parent support groups
 - To meet requests to provide talks and displays to raise awareness of the Service
 - To help to organise and facilitate parent workshops/events on topics relevant to SEND.

- To meet requests for training to professionals on promoting parental involvement, highlighting the parental perspective and working to ensure services are accessible to all families.
- 11.** To contribute to the development and production of information for parents and professionals in a variety of formats, these may include: Newsletters, website, leaflets, social media etc. where appropriate.
- 12.** To work with the Service Manager to undertake appropriate project work on an adhoc basis and represent the Manager at meetings where required.

Some of the duties associated with this post may require attendance at meetings and events in the evening, at the weekend, or before the start of the normal working day.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	Qualifications <ul style="list-style-type: none"> • Educated to A level standard or equivalent • Further relevant training 	A/I A/I
	Knowledge and Experience <ul style="list-style-type: none"> • Direct and substantial experience of working with families • Experience of developing and working within the context of effective partnerships • Knowledge of the Code of Practice for special educational needs and disabilities • Experience of working in the field of SEND • Working knowledge of Microsoft IT packages • Experience of producing written information e.g., cases studies and articles for newsletters • Experience of effective dispute resolution • Evidence of good time management skills and an ability to prioritise effectively to meet deadlines 	A/I A/I I/T A/I A/I A/I A/I A/I
	Skills <ul style="list-style-type: none"> • Evidence of ability to work effectively or as part of a team • Evidence of ability to work on your own initiative • An understanding of the skills necessary to be able to work in an impartial and empowering manner • Evidence of: <ul style="list-style-type: none"> ○ Good telephone skills ○ Good interpersonal skills ○ Good written and oral communication skills • Good personal organisational skills • Evidence that confident to act as an advocate for parents/carers/children and young people when required • Approachable, adaptable to change, reliable and diplomatic • Good negotiating skills • Commitment to equal opportunities and anti-discriminatory practices and to work with a diverse range of people 	I A/I/T I I/T I/T A/I I/T I I

	<p>It is expected that all employees will have a commitment to further training and development commensurate with the grade</p> <p>This post is designated as a casual car user</p>	
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This post is designated as a casual/essential car user



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**