

Role Profile

Job Title:	SEND Information Advice and Support Caseworker
Location:	Colindale
Department:	SEND Information Advice and Support Service
Directorate:	Family Services
Grade:	G
Reports to:	SEND Information Advice and Support Service Manager

1. Job Purpose:

- 1.1 To provide impartial, confidential and accessible information, support and advice to parents/carers of children and young people (aged 0 to 25), and young people themselves with special educational needs, supporting and empowering them to make informed decisions and resolve disagreements about their education, health and care.
- 1.2 Ensure information, advice and support meets legislative and policy requirements and are within statutory duties prescribed in legislation and guidance, including Children and Families Act 2014, Special Educational Needs Code of Practice 2014, Quality Standards, DfE guidance, Equality Act and others where relevant
- 1.3 Act as a named caseworker in the management of a caseload to parents/carers of children and young people with special educational needs and young people themselves.
- 1.4 Use initiative, creativity and resourcefulness, to resolve complex issues and achieve positive outcomes involving multiple stakeholders with competing priorities
- 1.5 Analyse complex reports and interpret legislation in order to inform parents and young people of their legal rights and responsibilities
- 1.6 Produce accessible summary documents of complex reports and legislation for the purpose of explaining information to parents/carers, young people, school staff and other organisations
- 1.7 Where necessary, work impartially and separately with both parents and the young person. Be clear about the transfer of some rights and responsibilities to young people, and work sensitively with parents to help them understand their role.
- 1.8 Work in partnership with young people with SEN or disabilities enabling them to participate fully in decisions about the outcomes they wish to achieve.
- 1.9 Promote independence and self-advocacy for young people.
- 1.10 Liaise with schools, education settings, other organisations and parents and young people regarding assessment, placement support and any other matter of interest or concern a parent or young person may have in relation to the statutory remit of SENDIASS.
- 1.11 To display a genuine commitment to partnership working relationships with parents, pupils, young people, schools, early years settings, colleges, children centre staff, statutory and voluntary agencies and other organisations to ensure SENDIASS statutory duties are effectively undertaken and that parents, young people and providers are confident the information is legally accurate and impartial
- 1.12 Through professional, impartial, clear and discreet interactions with parents and other parties, ensure that personal presentation and style recognises and acknowledges that parents are often very stressed, upset and potentially dealing with their own health, family and other issues.

- 1.13 Support parents and young people at meetings at educational and other settings to ensure that the views and needs of the parents and young people are represented and taken into consideration.
- 1.14 Mediate and facilitate dispute resolution between parents, young people and other parties to resolve misunderstandings and hence reduce complaints and escalation to external arbitration services.

2. Key accountabilities/duties/responsibilities:

- 2.1 IASS caseworker must provide impartial, confidential accurate and high quality advice to:
 - a) The parents of children and young people between 0-25 years who have or may have SEN or a disability
 - b) Children and young people who have or may have SEN or disability
- 2.2 Take responsibility for ensuring service users have the information and advice they need to make informed decisions and representations about provision made by education, health and social care.
- 2.3 Take responsibility for ensuring advice given to parents/carers and young people
 - Satisfies the requirements of the 1996 Education Act and the 2014 Children and Families Act, Equality Act, Special Educational Needs Code of Practice 2014 and associated legislation
 - Complies with DfE guidance,
 - Supports and promotes Council policies,
 - Promotes locality based and inclusive education,
 - Encourages and develops positive relationships with schools, and other education settings,
 - Minimises dispute with parents through high quality and bespoke communication,
 - Builds on, develops and improves relationships with other agencies, including children's and adult health services health and children's and adults social care,
 - Meets the requirements of equality and discrimination legislation,
 - Enables local and national performance targets to be achieved.
- 2.4 Provide impartial information and support tailored to the individual which may include appeals to external bodies.
- 2.5 Have accurate and up to date knowledge of:
 - Education, social care and health law related to SEN and disability,
 - National and local policy and practice in meeting SEN and disability.
- 2.6 Lead projects that involve training to parents, young people, early year's settings, schools, and colleges, statutory and voluntary agencies in a variety of areas including the law relating to SEN and disability as it applies to education, health and social care, and other issues, for example school anxiety.
- 2.7 Competent to complete accredited legal training whilst working within SENDIASS Barnet and undertake on going professional development.

Relationships and contact with stakeholders and partners

- 2.8 Develop and maintain high quality relationships with key staff in a variety of settings, including:
 - Schools and other settings (especially head teachers and SENCOs),
 - Inclusion and Skills (especially educational psychologists, early years SEN staff and specialists teachers),
 - Children's Services (especially social workers, MASH),
 - Health (especially paediatricians, therapists and CAMHS workers),

- National SENDIASS,
 - Mediation and Disagreement Resolution Services, both internal and external to the council,
 - Other agencies, for example Youth Services
- 2.9 Make positive and constructive responses to enquiries from schools, other services and the public, aiming, through the application of specialist knowledge, to defuse stress and anxiety and where possible provide required information or signpost to other services.
- 2.10 Liaise with non-educational agencies to ensure that appropriate non-educational services are provided. Influence schools and other relevant parties to meet the needs of pupils with SEN and make best use of SEN funding.
- 2.11 Attend individual pupil casework meetings as required, including Annual Review, CAF and multi-agency meetings, in order to assist with problem resolution, mediation and outcome for pupil or young person.
- 2.12 Provide training, information, guidance and advice as required on statutory procedures to parents, schools and other parties
- 2.13 Represent SENDIASS Barnet at events organised to provide information sharing and/or training with other agencies related to the SEN Code of Practice, legislation and relevant practice and procedures within Barnet

Casework Management

- 2.14 Prioritise caseload having regard to the on-going issues within the individual cases and relevant statutory timescales. Use initiative to make decisions, plan and manage caseload.
- 2.15 To ensure high quality paper and electronic case file management, following quality standards and guidelines set down, and with support from the SEND IASS support officer for data input, file organisation and filing.
- 2.16 Attend and contribute to case review, annual review, TAF, school, governor, disciplinary, suspensions and exclusion, multi-agency, professional and other meetings as agreed with parent, young person or requested by the SENDIASS manager.
- 2.17 Identify potential conflicts, disagreements and emotionally charged situations at an early stage. Plan approach to resolve or reduce conflict and disagreement swiftly, effectively and professionally through mediation and other appropriate conflict resolution techniques. Work in partnership with parents, pupils and schools to resolve misunderstandings, promote inclusion and to minimise conflict and disagreement.
- 2.18 Supported by SENDIASS support officer, ensure that family files and all necessary casework records are accurate, kept up-to-date and are filed and stored securely, for those cases for which the post holder is responsible
- 2.19 Have regard to statutory timescales and local performance standards for written correspondence and administration, and ensure these are met for the area for those cases for which the post holder is responsible.
- 2.20 Ensure relevant statistical and management information is organised and available, which will contribute to the evaluation of the work of the team and feedback parental views of the service and other organisations.
- 2.21 Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards

3 Staff Responsibilities

- 3.1 No direct staff responsibility. Some responsibility for occasional staff supervision and induction for less experienced staff, volunteers. Provide day to day direction and support as required to IASS Support Officer.
- 3.2 Be involved in the training and development of staff within the team.
- 3.3 Deputise for the SENDIASS Manager as required.
- 3.4 Work collaboratively and jointly with other SENDIASS caseworkers, adopting different and complementary roles in the operation and delivery of whole team work processes.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level or equivalent (preferably in a relevant discipline).	Desirable	Application/Interview
Valid UK driving licence and use of a car.	Desirable	Application/Interview
Experience & Knowledge		
Knowledge, experience and understanding of the main current developments and statutory position relating to children and young people with special educational needs and disabilities.	Essential	Application/Interview
Demonstrable knowledge of the main SEN legislation and guidance, particularly the SEN Code of Practice, Children and Families Act 2014, 1996 Education Act, Equality Act and other related/relevant Children focused legislation.	Essential	Application/Interview
Experience working with other agencies including education, health, mental health, voluntary sector and others.	Essential	Application/Interview
Knowledge of child development and understanding of SEN and disabilities and how this affects children and young people.	Desirable	Application/Interview
Sound understanding of the principles of safeguarding and a commitment to improving safeguarding the welfare of children and young people.	Essential	Application/Interview
Experience of working with young people with SEN or disabilities.	Essential	Application/Interview
Experience in working in either a school, educational or advice giving setting, mentoring or advocacy position	Essential	Application/Interview
Proven experience and competency in the effective use of ICT databases and record storage and retrieval systems.	Essential	Application/Interview
Demonstrable experience of working effectively and participating with other colleagues on an inter-agency	Essential	Application/Interview

basis to ensure an effective response to complex issues.		
Appreciation of the political make-up and decision making processes of the council and its impact on the role.	Essential	Application/Interview
Skill & Ability		
Ability to carry lead on projects or operational processes related to the work environment	Essential	Application/Interview
Competent and confident in the use of standard Microsoft Office products such as Word, Excel, PowerPoint, etc.	Essential	Application/Interview
Proven ability to handle confidential personal information in an appropriate and secure manner.	Essential	Application/Interview
Demonstrable determination to provide a quality service and achieve challenging targets.	Essential	Application/Interview
Ability to manage a complex workload and meet tight timescales, using ICT skills to support office procedures.	Essential	Application/Interview
Ability to lead projects or operational processes related to the work environment.	Essential	Application/Interview
Excellent verbal and written communication skills.	Essential	Application/Interview
Ability to make appropriate recommendations and write detailed, grammatical letters, statements and reports in a clear and structured manner based on research and analysis of complex information including relevant legislation and case law.	Essential	Application/Interview
Ability to communicate complex issues in a clear and effectively manner (oral and written) with a wide range of stakeholders and to advise, persuade, influence and be assertive as appropriate.	Essential	Application/Interview
Ability to participate effectively at case conferences and other forums to secure positive outcomes for all parties.	Essential	Application/Interview
Ability and confidence to advocate for parents, carers and young people.	Essential	Application/Interview
Proven ability to resolve conflict through mediation and other conflict resolution techniques and find creative, interagency solutions which meet children and young people's needs.	Essential	Application/Interview
Ability to engage and work with a wide variety of parents and young people, including those with mental health difficulties, are very vulnerable and those who will not engage with any other service.	Essential	Application/Interview
Ability to research and analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.	Essential	Application/Interview
Ability to engage those who disagree to secure agreement through explanation, clarifying, knowledge of the law and tactical case management skills.	Essential	Application/Interview

Ability to provide accurate guidance, information and advice to parents and young people.	Essential	Application/Interview
Ability to ensure a high standard of customer care.	Essential	Application/Interview
Commitment to empowering parents and young people to be fully involved in the decisions that relate to them.	Essential	Application/Interview
Excellent listening and interpersonal skills.	Essential	Application/Interview
Ability to work effectively, flexibly and constructively with colleagues in a team and make a positive contribution.	Essential	Application/Interview
Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility.	Essential	Application/Interview
Ability to work with a range of professional staff and the public.	Essential	Application/Interview
Ability to build and nurture excellent working relationships and establish boundaries with colleagues and across a wide range of outside agencies.	Essential	Application/Interview
Ability to know when to and how to apply a sensitive and objective empathy.	Essential	Application/Interview
Ability to manage situations of high stress, anxiety and sometimes anger amongst stakeholders, especially parents and young people.	Essential	Application/Interview
Ability to manage the emotional impact of stressful and demanding situations and use the support provided.	Essential	Application/Interview
Ability to ensure that children and young people and their parents are the focal point for decision making and facilitate a person centred approach.	Essential	Application/Interview
Recognise the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently.	Essential	Application/Interview
Actively contribute to the creation of an open and interdependent, informed and inclusive culture.	Essential	Application/Interview
Ability to use initiative to devise creative, solution focussed decisions and recommendations in relation to casework.	Essential	Application/Interview
Ability to engage those who disagree to secure agreement through explanation, clarifying, knowledge of the law and tactical case management skills	Essential	Application/Interview
Ability to apply learning and technical aspects from one case to another within wider legal framework.	Essential	Application/Interview
Ability to manage continuous interruptions, including phone calls, ensuring courtesy and attention as required.	Essential	Application/Interview
Proven record of achievement in delivering: • service improvement • logical and effective decision making • high quality, accurate and timely work	Essential	Application/Interview
Demonstrable willingness to undertake continuous professional development.	Essential	Application/Interview

Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview

Caring for **people**, our **places** and the **planet**

Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview
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