

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Information, Advice and Support Officer	<b>Grade:</b> SO1 - SO2 (Linked grade)
<b>Section:</b> Wandsworth Information, Advice and Support Service (WIASS)	<b>Directorate:</b> Children's Services
<b>Responsible to Following Manager:</b> WIASS Manager	<b>Responsible for Following Staff:</b> n/a
<b>Post Number/s:</b> ESN52	<b>Last Review Date: March 2021</b>

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

- To provide parents, children, and young people (aged 0-25) with accurate, impartial information, advice and support on their rights, roles, and responsibilities at all stages of the graduated response to SEN/D
- To empower parents, children, and young people to give their views and be at the centre of making informed decisions related to education, health, and social care.

## Specific Duties and Responsibilities

### Grade SO1

1. To work closely with the WIASS team to provide CYP with SEND & their parents with accurate, high quality impartial information, advice and support on their rights, roles, and responsibilities at all stages of the graduated response to SEN/D.  
For example, SEN Support, Education, Health and Care Needs Assessments and Annual Reviews of EHC plan including when they have a right of appeal and exclusions.
2. To work in partnership & sensitively with parents to understand theirs and their children's/young people roles and rights during SEND processes.
3. To support parents with resolving disagreements with education settings/LA and health services in a solution focus way
4. To develop and maintain positive working relationships with education settings, LA, health services and voluntary organisations alongside representing and maintaining the services' aims and values.
5. To record the work undertaken with parents/CYP.
6. To be a positive, open, proactive, and supportive WIASS team member
7. To work flexibly and adapt to changing service requirements alongside maintaining the service standards.

### General Duties and Responsibilities - The IASS Officer

8. To work to the Dfe and D of H & S SEND Information, Advice and Support Services Minimum Standards 2018, and in accordance with all WIASS policies, especially confidentiality and impartiality.
9. To take responsibility for and manage a diverse & complex caseload (IASS Network Intervention Levels 1-4)
10. Prioritise support for parents who have English as an additional language (EAL) and/or additional needs or where CYP are NEET or at risk of social/educational exclusion.
11. To support parents, understand the different roles and responsibilities of services/professionals available to them and/or signpost to other services, including voluntary organisations.
12. To go through and explain detailed written information/reports/legal processes/procedural information and rights/responsibilities to parents/CYP in a simple and concise way verbally and in writing.

13. To support parents to draft letters/emails and participate (provide their views/wishes and feelings at meetings where appropriate).
14. Liaise with or on behalf of parents, with education settings, LA, and other services.
15. To arrange and attend visits/meetings with parents to special/mainstream schools/colleges and the LA when appropriate.
16. To establish and provide outreach support to parents in localities within the borough via Drop In's, Coffee Mornings
17. To provide casework support to resolve issues/disagreements related to SEND processes and or when CYP is at risk of exclusion. This may include attending meetings between parents and education settings and the LA and explaining their rights when they get a right of appeal.
18. To staff the service Advice line, call back service and respond to general email enquiries at agreed slots and provide cover for other team members, when required.
19. To support the WIASS Manager with planning, delivering workshops and training sessions for parents/CYP and services
20. To report to the WIASS Manager issues raised by parents/CYP and contribute to informing the LA and CCG of these to inform local SEND policies and practice.
21. To undertake and complete IASS Network Legal Training on SEND legislation (Levels 1-3) and other relevant training for the post. This includes keeping up to date with national and local developments related to education, health, and social care.
22. To undertake the necessary administration for this role and consistently maintain accurate up to date records on casework and data on the WIASS Database.
23. To produce case studies, collate and analyse information/data which evidence the work of the services' reach and impact for the WIASS Manager.
24. To proactively contribute to and prepare for team meetings, weekly touch bases, case allocations, 1:1 supervision session (including Objective setting) and termly WIASS Advisory group meetings.
25. To proactively contribute to the review of WIASS policies, leaflets and Information booklets, templates, webinars, training/workshop materials & website for parents, children, and young people.
26. To proactively publicise and represent the work of the WIASS at events for parents. This will include occasional evening work throughout the year.

27. To proactively contribute to an assist on service reviews, audits, evaluations, and subsequent developments/improvements.
28. To contribute to developing and implementing team and service improvements based on service users' feedback.

### **Progression to Grade SO2**

29. As per duties 1-29 which may include children and young people with SEND
30. To attend London IASS Region meetings in the WIASS Manager's absence.
31. To provide support to resolve issues/ disagreements related to SEND processes at formal meetings when a parent or young person has a right of appeal (Independent mediation & disagreement resolutions meetings) and/or Exclusions governors or Independent Review Panel meetings).
32. To provide information, advice & support in agreement with the WIASS Manager when a parent/YP has a right to appeal to the SEND tribunal, including support with case management and support/representation at a hearing (SEN and or disability discrimination)

### **Generic Duties and Responsibilities - All Council Staff**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.

- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

### Additional Information

#### Team Structure

WIASS Manager

Information, Advice & Support Officer (CYP lead)

Business Support Officer

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<b>Post Number/EDSN52</b>	<b>Last Review Date: March 2021</b>

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
<b>S01</b>	
1. Knowledge and experience of following Safeguarding Children and Adults at Risk legislation/procedures.	I
2. An understanding of the difficulties children and young people with SEND and their parents may face within education settings and in the community.	I
3. Knowledge and understanding of the British School System For example, key stages, curriculum, how children learn, support/interventions available to children with SEND (within mainstream and SEN schools)	A & I
4. Knowledge of the SEND Code of Practice 2015, SEN and related legislation & applying when working with parents of children with SEN.	A & T
<b>Experience</b>	
5. Professional experience of working directly with children with SEND and their parents (Preferably within a Primary school setting)	A & I

6. Experience of working as part of a team to meet the service aims, objectives and quality standards, whilst being supportive, flexible due to changing service priorities/demands	A & I
7. Experience & ability to work with minimal supervision to manage and plan own workload and meet individual/team deadlines. The ability to <u>research</u> , understand, interpret & <u>retain</u> complex or detailed information	A, I & T
8. Experience of building and maintaining positive working relationships families & professionals in sometimes difficult situations whilst maintaining clear professional boundaries.	A, & I
<b>Skills/Ability</b>	
9. Experience and the ability to actively listen, understand and support parents to identify needs and give their views and be confident in their own abilities (in writing and in person).	I & T
10. Experience of using Microsoft Word, Power Point, Database packages, Microsoft Outlook, or Office 365/Skype efficiently/social media and effectively.	T
<b>Qualifications</b>	
11. Degree level qualification	A

**Progression to SO2-if you meet the requirements below please address in your statement**

<b>Knowledge</b>	
1. Completed and passed accredited SEND legislation training, i.e. IPSEA Level 1- 3 or equivalent and implemented when providing information, advice & support to families of CYP with SEND.	A, C & T
<b>Experience</b>	
2. Provided extensive information, advice & support(including advocacy) directly to young people with SEND and their parents by supporting with & preparing for 1 <sup>st</sup> Tier SEND appeals (including disability discrimination), independent mediation, representation at tribunal hearings and Exclusion governors' meetings / Independent Review Panels.	A, I & T

**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:



**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other to improve.