

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Helpline Information, Advice and Support officer	Grade: Scale 6
Section: Wandsworth Information, Advice and Support Service (WIASS)	Directorate: Children's Services
Responsible to Following Manager: WIASS Manager	Responsible for Following Staff: n/a
Post Number: CYSP01	Last Review: April 2021

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 of children, and young people with SEND (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 by providing good quality information and advice.

Job Dimensions:

- To lead on and staff the service Helpline, call back and Email service and work with the team to develop a responsive and effective triage system
- To be the first point of contact when parents/CYP, education settings and organisations/professionals contact the service via Helpline, Call back and Email service.
- To take the lead in opening accurate case files at the first point of contact and signpost to the relevant IASS officer and or service/organisation
- To support parents, understand & demonstrate how to access the WIASS website, Local Offer for SEND services and national organisations
- To support with the service's outreach activities
- To publicise the service to parents, including at outreach events
- To develop and maintain positive working relationships with families, education settings, LA, health services and voluntary organisations alongside representing and maintaining the services' aims and values.
- To be a positive, proactive, and supportive WIASS team member
- To work flexibly and adapt to changing service requirements alongside maintaining the service standards.

Specific Duties and Responsibilities

1. 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.
2. To take responsibility for and manage a caseload (Intervention Levels 1 & 2 (where appropriate and in agreement with the WIASS Manager).
3. To bring to the team cases to be allocated at Intervention Levels 1, 2, 3 & 4.
4. Prioritise information, advice & support for parents who have English as an additional language (EAL-limited understanding of English), additional needs or where their child is at risk of social /educational exclusion.

5. To support parents, understand the different roles and responsibilities of services/professionals and/or signpost to other services, including voluntary organisations.
6. Liaise with education settings, LA, (i.e., SNAS, EP, and other services, including obtaining reports/letters/documents on behalf of parents & other IASS officers.
7. To arrange and attend visits with parents to special/mainstream schools or other settings, when appropriate.
8. To explain the EHC Needs Assessment/SEN processes in a simple and concise way verbally and in writing to parents.
9. To support parents on to navigate the service website and SEND local offer online
10. To explain to parents how to give their views (i.e., Emerging needs, SEN Support, Section A, of EHC Needs Assessments, EHC plan or Annual Review of an EHC plan).
11. To read through and/or support parents to draft simple letters/emails, where appropriate.
12. To support the IASS officers to provide outreach support to parents in localities within the borough via Drop In's, and Coffee Mornings
13. To report to the WIASS Manager issues raised by parents/CYP and so they can inform local SEND policies and practice.
14. To undertake and complete IASS Network Legal Training (Level 1 & 2) on SEND legislation 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.
15. To undertake the necessary administration for this role and consistently maintain accurate up to date records on casework and data on the WIASS Database. Produce reports with statistical data for the WIASS Manager when required.
16. To produce case studies, collate and analyse information/data which evidence the work of the services' reach and impact.
17. 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.
18. 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.

19. Occasional evening work throughout the year.
20. To proactively contribute too and assist on service reviews, audits, evaluations, and subsequent developments.
21. To contribute to developing and implementing team and service improvements based on service users' feedback.

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 (Parent Lead)

Information, Advice & Support Officer (Children & Young People Lead)

Business Support officer

Person Specification

Job Title: Information, Advice and Support Helpline/Assistant officer	Grade: Scale 6
Section: Wandsworth Information, Advice and Support Service (WASS)	Directorate: Children's Services
Responsible to Following Manager: WASS Manager	Responsible for Following Staff: n/a
Post Number: TBC	April 2021

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
1. Knowledge and experience of following Safeguarding Children protocols	A & I
2. An understanding of the difficulties children and young people with SEND and their parents may face when accessing support.	I/T
3. Knowledge of the British Schools system(ideally mainstream) and how children with SEND are supported	A & I
Experience	
4. A minimum of 5 years of experience of providing information, advice, or support over the phone and by email(for example, an information providing organisation/charity/CAB etc)	A & I
5. A minimum of 5 years' experience of working with families of children with SEND	A & I
6. A minimum of 5 years' experience of working as part of a team to deliver the service aims and priorities.	A & I
Skills/Ability	
7. Excellent listening and speaking skills , including the ability to work with parents to identify what they want information, advice and or support with.	A, I & T
8. Ability to work sensitively and maintain clear professional boundaries with families and professionals in stressful and emotive situations.	A & T
9. Ability to work with minimal supervision to manage, plan own workload and meet individual & team deadlines.	I and T

10. Ability to understand, <u>retain</u> , pick up procedures_ & simplify detailed information verbally, in person and in writing	T
11. The ability to and an interest in researching information.	I & T
12. Experience of using Microsoft Word, Power Point, Cloud software, Microsoft Outlook, or Office 365/Microsoft teams/Zoom/ s efficiently and effectively.	T
Qualifications	
13. Degree level qualification or equivalent or Level 4 NVQ Diploma in Advice and Guidance or similar	A

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.

