**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Information, Advice and Support Officer(Parent Lead) | **Grade**: SO1 - SO2 (Linked grade)Full time Permanent |
| **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/s:**ESN52 | **Last review date:** **Last Review Date: March 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, 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 and 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 provide 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.
2. Support parents, through Education, Health, and Care Needs Assessment process.
3. To support with resolving disagreements between parents and education settings/LA and health services.
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 work sensitively with parents understand theirs and their children’s/young people roles and rights during SEND processes.
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**

1. To work to the Dfe and D of H & S SEND Information, Advice and Support Services Minimum Standards 2018, IASS Network Intervention levels 2022, and in accordance with all WIASS policies, especially confidentiality and impartiality.
2. To take responsibility for and manage a diverse & complex caseload/intervention.
3. To support parents, understand the different roles and responsibilities of services/professionals available to them and/or signpost to other services, including voluntary organisations.
4. Liaise with or on behalf of parents, with education settings, LA, and other services.
5. To arrange and attend visits with parents to special/mainstream schools/colleges or other settings when appropriate.
6. To support parents to draft letters/emails and participate at meetings where appropriate (provide their views/wishes and feelings).
7. To provide outreach support to parents in localities within the borough, via coffee mornings, workshops, and training
8. To go through and explain detailed written information/reports/legal processes/ rights to parents/CYP within in education, social care and health including complex/procedural information in a simple and concise way verbally and in writing to parents.
9. To provide casework support to resolve issues/disagreements related to SEND processes. This may include attending meetings between parents and education settings and the LA and explaning their rights when they get a right of appeal.
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 exclusion.
11. 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.
12. To report to the WIASS Manager issues raised by parents/CYP and contribute to informing the LA of these to inform local SEND policies and practice.
13. To undertake and complete IASS Network Legal Training 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.
14. To administer the service volunteer scheme including linking parents to volunteers.
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 monthly team meetings, weekly touch bases, case allocations, 1:1 supervision session (including Objective setting/PRP Reviews) and termly WIASS Advisory group meetings.
18. To proactively contribute to the review of WIASS policies, leaflets and Information booklets, webinars, training/workshop materials for parents, children, and young people.
19. To proactively publicise and represent the work of the WIASS at events for parents. This will include occasional evening work throughout the year.
20. To proactively contribute to an 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.
22. To support the WIASS Manager with planning, delivering workshops and training sessions for parents/CYP and services.

**Progression to Grade SO2**

1. As per duties 1-29 which may include children and young people with SEND.
2. To attend London IASS Region meetings in the WIASS Manager’s absence.
3. To provide casework support to resolve issues/ disagreements related to SEND processes. This may include attending meetings between parents, children and young people and education settings and the LA (which includes attending independent mediation & disagreement resolutions meetings, exclusions governors or IRP meetings).
4. 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**

* 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 Fulltime

Information, Advice & Support Officer(Parent lead)-vacant

Information, Advice & Support Officer(CYP lead)-Fulltime

Helpline Information, Advice & Support Officer-Fulltime

Business Support officer Part time

**Person Specification**

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|  **Job Title:** Information, Advice and Support Officer | **Grade**: SO1- SO2-Linked GradePermanentFull time |
| **Section:** WIASS Manager | **Directorate:**n/a  |
| **Responsible to:** | **Responsible for:** |
| **Post Number:****ESN52** | **Last Review Date:** **March 2021** |

**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 improve.

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| **Person Specification Requirements** | **Assessed by** **A/I/T/C** **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Knowledge and experience of following Safeguarding Children and Adults at Risk legislation/ procedures. | **X** |  | **A&I** |
| An understanding of the importance of inclusion in relation to CYP with SEND within schools and in the community | **X** |  | **I** |
| Professional knowledge and experience of the British schooling system, including SEND interventions for children and young people with SEND in and outside of schools. | **X** |  | **A** |
| Knowledge of the SEND Code of Practice 2015, Equality Act 2010 and related legislation (including social care & health legislation) | **X** |  | **A** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Professional experience of working directly with parents of children with SEND(from diverse backgrounds) and providing them with information, advice, or support in person or over the phone. | **X** |  | **A &I** |
| Experience of working collaboratively in a busy office team environment, work with minimal supervision to meet team individual deadlines and managing a case load. | **X** |  | **I** |
| Experience of simplifying and adapting own communication style when working with parents(ideally you will have basic counselling /effective communication skills training) Including working with parents with communication needs or English as an additional language. |  | **X** | **I & T** |
| Experience of developing, organising, and delivering coffee mornings, works shops, drop ins and training to parents or services(including publicity) | **X** |  | **A, I & T** |
| Experience of attending meetings(at schools/LA or multi agency) with parents and supporting them to give their views |  | **X** | **A & T** |
| Experience of building and maintaining positive working relationships and with education settings |  | **X** | **I** |
| Experience of conflict management, ie, maintaining respectful, professional and impartial boundaries and looking at ways forwards , when disagreements arise between settings/services and parents. | **X** |  | **I & T** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Clear written and verbal communication style | **X** |  | **A, I & T** |
| Theability to research, understand, interpret, and retain complex legal or procedural information. | **X** |  | **T** |
| Experience of using Microsoft Word, Power Point, Database packages, Microsoft Outlook, or Office 365/Microsoft teams/Zoom/ social media efficiently and effectively. | **X** |  | **A, I & T** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Degree level or equivalent qualification | **X** |  | **A** |

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

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| **Knowledge and Experience**  | **Essential** | **Desirable** | **Assessed** |
| Completed and passed accredited SEND legislation training, i.e. IPSEA Level 1, 2 and 3 or equivalent and implemented when providing information, advice & support to parents. | **X** |  | **A**  |
| Experience of providing impartial advocacy support to parents and children & young people to identify and give their views in a range of ways at independent and informal mediation and disagreement resolution meetings. | **X** |  | **A, I & T** |
| Experience of providing advocacy/representation, information, advice & support (including preparing for(case management and representations) directly to children/young people with SEND and their parents when they have a right of appeal to the first tier SENDIST tribunal service including disability discrimination and formally challenging exclusions at governors meetings and IRP. | **X** |  | **A, I & T** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**