

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Information, Advice and Support Officer	Grade: SO1 - SO2 (Linked grade)
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: March 2019

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 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, 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/ 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

8. To work to the Information, Advice and Support Services Network (IASSN) Quality Standards 2015, and in accordance with all WIASS policies, especially confidentiality and impartiality.
9. To take responsibility for and manage a diverse caseload.
10. To support parents understand the different roles and responsibilities of services/professionals available to them and/or signpost to other services, including voluntary organisations.
11. Liaise with or on behalf of parents, with education settings, LA and other services.
12. To arrange and attend visits with parents to special/mainstream schools/colleges or other settings when appropriate.
13. To support parents to draft letters/emails and participate at meetings where appropriate.
14. To provide outreach support to parents in localities within the borough.

15. To go through and understand detailed written information/reports about children and young people and explain complex/procedural information in a simple and concise way verbally and in writing to parents.
16. To provide casework support to resolve issues/disagreements related to SEND processes. This may include attending meetings between parents/carers and education settings and the LA
17. Prioritise support for parents who have English as an additional language (EAL) and/or additional needs or where children and young people are NEET or at risk of social exclusion.
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.
19. To report to the WIASS Manager issues raised by parents and contribute to informing the LA of these to inform local SEND policies and practice.
20. 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.
21. To administer the service volunteer scheme including linking parents to volunteers.
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. Produce reports with statistical data for the WIASS Manager when required.
23. To produce case studies, collate and analyse information/data which evidence the work of the services' reach and impact.
24. 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.
25. To proactively contribute to the review of WIASS policies, leaflets and Information booklets for parents and 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 and assist on service reviews, audits, evaluations and subsequent developments.
28. To contribute to developing and implementing team and service improvements based on service users feedback.

Progression to Grade SO2

29. As per duties 1-17, 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 casework support to resolve issues/ disagreements related to SEND processes. This may include attending meetings between parents/carers, children and young people and education settings and the LA (which includes attending independent mediation meetings).
32. To support the WIASS Manager with planning, delivering workshops and training sessions.

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

Information, Advice & Support Officer(vacant)

Children and Young Peoples' Support Officer

Administration Assistant

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Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
S01		
1. Knowledge and experience of following Safeguarding Children and Adults at Risk legislation/ procedures.		A & 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 of the British Education System (the SEND support/interventions available to children and young people within mainstream and SEN schools)		A & I
Experience		
4. Extensive experience of working directly with children or young people with SEND and with their parents, preferably within an Education, Health or Care setting.		A & I
5. Experience of working as part of a team to meet the service aims, objectives and high standards.		A & I
6. The ability to support parents to identify and give their views in a range of ways in writing and at meetings (school, multi-agency/TACS etc.)		A & I
7. The experience to work with minimal supervision to manage and plan own workload and meet individual/team deadlines.		A, I & T
8. Experience of building and maintaining positive working relationships with families & professionals in sometimes difficult situations whilst maintaining clear professional boundaries.		A, & I
Skills/Ability		
9. Experience of being flexible, adaptable to meet changing service priorities		A& I

10. The ability to understand and interpret complex legal information and processes to relay (simplify & explain) to parents & professionals verbally and in writing .	I & T
11. The ability to maintain professional boundaries in sometimes stressful and complex situations for families & professionals	I & T
12. Experience of using Microsoft Word, Power Point, Database packages, Microsoft Outlook or Office 365 efficiently and effectively.	T
Qualifications	
13. Degree level qualification	A

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

Knowledge	
1. Knowledge of the SEND Code of Practice 2015.	A
Experience	
2. Experience of providing information, advice & support directly to children/young people with SEND and or parents.	A & I
3. Experience of impartially providing support to parents and children & young people to identify and give their views in a range of ways (in writing and at meetings (school, multi-agency/TACS etc)	A, I & T

A – Application form/CV

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.