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| Job Title:  | SENDIASS Adviser (temporary) |
| Grade: | **£13.98-14.27 per hour, equates to £25,445-25,963 fte, NJC Scale Point 21-22** |
| Location: | **Based at Brighton or Eastbourne office or from home** |
| Responsible to: | **SENDIASS Manager** |
| Hours of work: | **Flexible up to 20 hours per week** |
| Annual leave: | **25 days pro rata** |
| Contract: | **Fixed term July-September 2022 or sessional** |

**MAIN PURPOSE OF JOB:**

To promote positive outcomes for children and young people with Special Educational Needs and Disabilities (SEND) and their parent carers by providing high quality and impartial information, advice and support (IAS) to them, in line with national minimum standards for IAS services. The SENDIASS Adviser provides a responsive and efficient information and advice service as one of a team covering the East Sussex and Brighton and Hove advice line. The SENDIASS Adviser also contributes to other aspects of the service including resources, workshops and outreach events.

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|  | **MAIN DUTIES** |
| 1 | To provide individual information and advice to parent carers and to children and young people with SEN and disabilities on issues related to SEN, health, social care, personal budgets and preparing for adulthood; via the advice line (phone, email, text or social media) |
| 2 | To respond in a timely manner to calls, messages and emails, offering an empathetic but efficient response, including making use of SENDIASS resources and online material to provide initial or follow up information as appropriate |
| 3 | To effectively triage callers, identifying with the caller what information, advice or support they want from Amaze and whether this is within the scope of what Amaze can offer, provide an immediate response and identify if more extended advice is required. To signpost sensitively if not within scope of Amaze service. |
| 4 | To apply Amaze policy and procedures to determine the level of service provided to each user |
| 5 | To match communication and advice to the needs and preferences of the user, including those with additional needs or from diverse communities |
| 6 | To provide more detailed individual advice, where required, to parent carers and children and young people with SEN and disabilities on issues related to SEN, health, social care, personal budgets and preparing for adulthood, up to and including support with appeals; via phone, email or text, or face to face where capacity allows  |
| 7 | To maintain accurate records of user information, advice and other activity, contributing to processes for reporting, feedback, monitoring, evaluation and service planning |
| 8 | To offer impartial information and advice, drawing on Amaze’s information resources and in line with SEND law, helping the parent or young person to think through their options and find constructive ways forward which are likely to have good outcomes |
| 9 | To use person-centred and resilience-based approaches to support parents and young people, helping them reflect on their wishes, aspirations and options and empowering them to pursue these effectively |
| 10 | To support parent carers and young people to contribute and participate, and have their voices heard, within the processes and meetings that affect them |
| 11 | To contribute to good practice and development of the service, helping maintain information resources and pursuing individual areas of expertise to contribute to the team |
| 12 | To make internal referrals to other Amaze services and signpost or make referrals to other organisations and services relevant to the family including the Local Offer, local and national support groups, local services and specialist advice agencies |
| 13 | To work positively and collaboratively with other services, promoting partnership working |
| 14 | To promote other relevant Amaze activities so as to support Amaze’s wider work e.g. the Compass database, Face2 Face activities, Amazing Futures peer support for young people, consultation and surveys and fundraising events, and work cooperatively with the parent carer forums to promote parent voice |
| 15 | To contribute to Amaze events, outreach sessions, drop-ins/surgeries, workshops and courses as another route to offer accessible information, advice and support to parents and young people, individually or in groups |
| 16 | To contribute to the provision of accessible information for parents and young people via paper and online media, and to other Amaze information and advice activities as required |

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|  | **General Responsibilities**  |
| 1 | To work within the framework of all Amaze policies and procedures, and uphold Amaze values |
| 2 | To develop relevant expertise and knowledge e.g. on disability, SEN, parenting, families of disabled children, local services, the local and national policy framework, so as to improve the quality of information, advice and support offered |
| 3 | To complete specialist or nationally co-ordinated and accredited training as required for SENDIAS services |
| 4 | To carry out other duties appropriate to the role of SENDIASS Adviser as required |
| 5 | To attend team meetings, supervision and training as agreed with your manager |
| 6 | To be self-servicing with use of appropriate IT |

**Person specification**

**Experience**

Experience of providing a responsive service in a busy environment

Experience of providing information, advice or support to adults and/or young people

Experience of working with parent carers and/or young people with special educational needs or disabilities

Experience of working with a broad range of people – including families, parents and/or young people

Experience of recording, monitoring and contributing to reporting on services

Experience of partnership working and maintaining relationships with other professionals/organisations

**Skills, knowledge and values**

High level knowledge and understanding of law, policy and practice related to SEN, health, social care, personal budgets and preparing for adulthood, ideally with knowledge of relevant local and national services.

Completed IPSEA SEND law training Level 1 or above, or equivalent

Excellent written and verbal communication skills, including listening skills

An understanding of, and empathy with, the issues facing children and young people with SEND and their families

Ability to assess, analyse and problem solve independently

Well-developed organisation skills, able to plan and prioritise work

Good IT skills including ability to use a case management / database system to record work undertaken and outcomes achieved and to apply technology-based approaches to service delivery

Ability to work well in a team and provide other team members with mutual support

Ability to apply standards around confidentiality, impartiality and safeguarding

Commitment to the values and vision of Amaze

Ability to work in a confidential manner from home, using Amaze equipment, if required