

<b>Job Title:</b>	SENDIASS Caseworker
<b>Service:</b>	Special Educational Needs and Disability Information, Advice and Support Service, Enfield (part of Centre 404's Supporting Families team)
<b>Location:</b>	Working within the Borough of Enfield and with some work at Centre 404's head office in Camden
<b>Salary:</b>	£26,000 per annum
<b>Hours:</b>	35 hours per week – Monday to Friday
<b>Responsible to:</b>	Head of Supporting Families Service

### Purpose of the Role

**This role is to support SENDIASS - The Special Educational Needs and Disabilities Information Advice and Support Services.**

The Caseworker will offer information, advice and support for parents and carers of children and young people with special educational needs and disabilities. The work is in accordance with the SEND legislation from Children & Families Act 2014 and current legislation and duties e.g. 1996 Education Act; the SEN Code of Practice and the Equalities Act 2010.

<b>Main tasks</b>	Provide impartial information, advice and support to parents of children and young people, and young people themselves, who have Special Educational Needs and/or a disability so they can make appropriate, informed decisions about their education - in line with the SEND Code of Practice (2015) and relevant legislation.
	Obtain and process service user referrals through a range of referral channels.
	To provide support with initial concerns or identification of potential SEN or disabilities through ongoing support and service user contact.
	To ensure that service users understand the local authority processes for statutory assessment and are guided through the Education, Health and Care Planning (EHCP) process.
	Ensure that service users know how to use the Local Offer and are aware of other relevant services.
	Provide information, advice and support on a range of SEND related issues
	Provide individual casework for those who need it, which should include support in attending meetings, contributing to assessments and reviews and participating in decisions about outcomes for the child or young person.
	Provide information to children, young people and parents in preparing for mediation, appeals to the First Tier Tribunal, exclusions and complaints on matters relating to SEN and disability.
	Provide information on the local authority's processes for resolving disagreements, its complaints procedures and means of redress, and support parents and young people in arranging or attending early disagreement resolution meetings
	Provide information to children, young people and parents in preparing for mediation, appeals to the First Tier Tribunal, exclusions and complaints on matters relating to SEN and disability.
	Encourage service users to self-help or self-service with the provision of timely information, advice and guidance.

	Ensure that service interventions are recorded on the client management information system in a timely manner.
	Work closely with the local Parents Forum and other representative user groups to ensure that the views and experiences of children and young people and parents inform service policy and practice.
	Provide impartial advice and support and signpost, where relevant, on matters relating to Health and Social Care, personal budgets, local offer in relation to the new Children and Families Act 2014 as well as in relation to pre-2014 legislation.
	To provide written and/or verbal information to parents and children of their rights and responsibilities.
	To provide direct support to parents according to need by attending or arranging school meetings or visits and signposting to other agencies/parent groups.
	Undertake NPPN legal training modules up to Level 3 within six months and any other associated training.
	To be able to produce evidence of case studies demonstrating the impact of service delivery for children, young people and parents.
	To be flexible and undertake other duties as are required and are commensurate with the level of the post.
<b>Quality Standards</b>	The post holder has the responsibility of attending organised training which helps them to deliver impartial information and advice and also have accurate and up to date knowledge of education, social care and health law related to SEN and disability and national and local policy and practice in meeting SEN and disability.
	Maintain accurate records of work completed – including group delivery, feedback and outcomes – on the case-management database and server, reporting to the Head of Service when required
	To keep up to date with all legislation, policy developments, and ensure the service complies with the quality standards developed by the Information, Advice and Support Services Network for IASS
	To maintain records, undertake regular monitoring & evaluation, and produce reports as required by Citizens Advice, the IASS Network and the local authority.

## Person Specification

(E) Essential requirements (D) Desirable requirements

Knowledge & Understanding	Understanding of principles of group dynamics and meaningful participation; including potential barriers to participation for vulnerable groups, and how these can be addressed	E
	Understanding of issues faced by family carers of people with special educational needs	E
	Knowledge and awareness of relevant SEND issues, local/national policies and legislation, current and forthcoming issues relating to services for people with special educational needs and their families	E
Experience	Experience of organising, promoting, and delivering events and activities, monitoring/assessing their impact thereafter	E
	Experience of facilitating group work involving people from a range of backgrounds	E
	Experience of engaging families/carers/advocates	E
	Experience working within the SEND Code of Practice	E
	Experience of partnership work with other organisations – i.e. local/national statutory, voluntary and community – and developing outreach efforts	E
Skills & Values	IPSEA Level 2 qualification or keen to work towards it	D
	Strong interpersonal skills, able to communicate and collaborate effectively with a range of people and to confidently facilitate group discussions	E
	Strong organisational and administrative abilities, with an ability to effectively manage a varied workload	E
	Excellent written communication skills and attention to detail, with the ability to produce reports and summarise information in a range of formats	
	IT proficient, with the ability to use a range of computer software (i.e. Office and others)	E
	Able to handle disagreements and challenging situations effectively, acting as mediator and using appropriate de-escalation techniques	E
	Resourceful and able to work on own initiative, proactively resolving issues	E
	Strong self-reflective skills, able to take learning from situations	E
	Ability to form effective relationships with a range of stakeholders, maintaining high levels of discretion and professional boundaries, and handling confidential information appropriately	E
	Committed to concepts of equal opportunity, diversity and inclusion	E
	Committed to enabling choice, independence and wellbeing of people with learning disabilities and/or Autism and their families	E
Physical requirements	Flexible and able to attend to work commitments taking place across a range of locations across the London Borough of Enfield, occasionally evenings and weekends	E

*Centre 404 is committed to safeguarding and promoting the welfare of vulnerable individuals, and we are looking to recruit people who share these values.*

# Mission, Beliefs and Values

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to flourish and enjoy the same rights, freedom, responsibilities, choices and quality of life as people within the wider community.



Centre 404's **Beliefs** and **Values** are deeply rooted in the way that we work and will continue to underpin the future direction of the charity.