

Job Description



Job Title: Information, Advice and Support (IASS) Officer	Service Area: School Improvement	
Directorate: CYPS	Post Number: 32089	Evaluation Number: 5047
Grade: SO1	Date last updated: 08/2018	

Overall Purpose of Job

Special Educational Needs Disability Advice and Support Service (SENDIASS) Newham, is a statutory service designed to support children, young people (0-25) and their parent/carers, with issues relating to their Special Educational Needs and Disability (SEND) provision. The support offered is free, impartial and confidential. SENDIASS will not share parent/carers children or young people information with other professionals unless we have consent or there is a safeguarding issue.

Job Context

The post holder reports to Tessa Philbert

1. The post holder has line management responsibility for none
2. The post holder has budget responsibility for none.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
4. The post holder will be required to wear a uniform and to ensure that all staff adhere to this dress code. **This role does not require the post holder to wear a uniform.**

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To be responsible and effectively manage a high volume of casework, to support children, young people, parents and carers based on their individual needs.
2. To be a primary point of contact and provide a confidential, calm and impartial response to parents/carers of children/young people with SEND, and children and young people with SEND themselves (service users) contacting the service through the SENDIASS central number and email address.
3. To provide a range of impartial information, advice and support relevant to service users (including a wide range of practitioners), discussing how this applies to their individual needs using a person-centred approach.
4. To liaise and work with the SENDIASS Advisers and the Manager of SENDIASS.
5. To gather and maintain information relevant to the service and disseminate accordingly
6. To contribute to monthly team meetings with a 'monthly digest' to ensure that other team members are up-to-date with SEND matters and share any recent challenges.
7. To assist in the production of information leaflets and other materials for parents/carers and children/young people in collaboration with relevant colleagues.
8. To promote the accessibility of the service by removing barriers for people who may not find access easy or straight forward as a result of (for example) language or disability.
9. To assist parents/carers and children/young people in accessing and understanding the Local Offer
10. To provide information to parents/carers and children/young people about Personal Budgets.

11. To keep detailed records and to contribute to the information and administration systems of the service.
12. To effectively utilise and update the SENDIASS database on a regular basis ensuring accurate recording of all case information.
13. To ensure statistical analysis of the service is available for monitoring and evaluation purposes and to produce management information reports when required.
14. To compile reports for the service.
15. To implement a variety of customer satisfaction surveys
16. To regularly update display and information material
17. To investigate sources of information and support from local/national services and websites in a variety of formats and discuss these with the parent/carer or child/young person, explaining how these may be useful and how they can be accessed
18. To signpost service users to advisers where needed e.g. for intensive support, or where there are complaints, appeals, mediation or tribunal – disagreement resolution.
19. To ensure up-to-date knowledge and understanding of matters relating to SEND education, health and social care, including a good awareness of the relevant legislation such as the SEND Code of Practice 2015.
20. To contribute to the service development plan.
21. To support the work of the Parent Carer Forum.
22. To work with a collaborative approach, ensuring partnership working wherever possible
23. To embrace training opportunities and be willing to travel within the London Region on occasion in order to access these
24. To work within the confidentiality and impartiality policies specific to SENDIASS and support and work to maintain the Quality Standards that the team all work to.
25. To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Line Manager.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: A clear understanding of current special educational needs and disability legislation and guidance Specialist knowledge of the role of the SEND Information, Advice and Support	Application Form/Interview Application Form/Interview/Test

<p>Service</p> <p>A demonstrable understanding of how the participation of service users influences service development and improvement.</p> <p>Ability to deal with calls/emails from service users efficiently and effectively maintaining a calm and cooperative approach whilst under pressure.</p> <p>Demonstrable empathy with parents who have concerns about their child or young person.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview/Test</p>
<p>EXPERIENCE:</p> <p>Experience of working in an educational environment, local government, voluntary organisation or other field relevant to SEND.</p> <p>Experience of communicating via telephone and email with the public and a range of practitioners.</p> <p>Experience of working as a provider of information and advice and dealing with queries and concerns about sensitive and confidential issues.</p> <p>Experience of producing electronic documents and keeping and recalling accurate records and statistical data.</p> <p>Experience of working on own initiative and to deadlines.</p> <p>Experience of working in a team supporting families of children with SEND.</p> <p>Experience of working in a team supporting young people with SEND.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to self-motivate, prioritise own workload and to work to tight</p>	<p>Application Form/Interview</p>

<p>deadlines.</p> <p>Ability to work independently and as part of a team.</p> <p>Ability to maintain confidential information and deal with sensitive issues.</p> <p>Ability to evaluate work and produce written reports.</p> <p>High level of inter/intra personal skills skills, and ability to reflect on self and actions.</p> <p>Ability to evaluate work and produce written reports.</p> <p>Ability to communicate sensitive and/or complex information to a range of audiences.</p> <p>Ability to respect a diverse range of needs which young people, parents/carers may have.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to demonstrate integrity and professional behaviour at all times.</p> <p>Ability to demonstrate a commitment to empowering parents/carers to be fully involved in their child's development.</p> <p>Ability to commit to continuing personal professional development.</p> <p>Ability to have empathy with children/young people who have special educational needs and disabilities and the challenges they face.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>This post is subject to an enhanced CRB check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>
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