

Job Description



Job Title: SENDIASS YP Casework/Engagement Officer	Service Area: CYPS	
Directorate: Children's Commissioning	Post Number: 10023506	Evaluation Number:
Grade: SO1	Date last updated: 13/08/2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

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.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

Job Summary

The SENDIASS (Special Educational Needs and Disabilities Information, Advice, and Support Service) Young Peoples Casework and Engagement Officer will play a pivotal role in providing information, advice, and support to children and young people with special educational needs and disabilities (SEND) and their families. The officer

will be responsible for delivering casework, facilitating engagement activities, and empowering young people to voice their views and concerns. This role involves close collaboration with various stakeholders, including educational institutions, healthcare providers, local authorities, and community organizations.

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. Casework and Support

Provide impartial, confidential, and high-quality advice, information, and support to young people with SEND and their families.

Assist young people in understanding their rights, navigating the SEND system, and accessing appropriate services and support.

Support young people in expressing their views and wishes, and ensure their voices are heard in decision-making processes.

Offer practical assistance with paperwork, e.g Education, Health, and Care (EHC) plans, annual reviews, complaints procedure, SENDIST Appeals

Facilitate and attend meetings with young people, their families, and professionals, providing advocacy and ensuring clear communication.

2. Engagement and Participation

Develop and implement engagement strategies to encourage the active participation of young people in SENDIASS services.

Organize and lead workshops, focus groups, and events to gather feedback and promote understanding of SEND issues among young people.

Collaborate with schools, colleges, and community organizations to create inclusive opportunities for young people with SEND.

Maintain a strong social media and online presence to reach a wider audience and engage with young people through digital platforms.

3. Partnership Working

Build and maintain strong relationships with local authorities, educational institutions, health services, and voluntary organizations.

Represent SENDIASS in multi-agency meetings and forums, advocating for the needs and rights of young people with SEND.

Work closely with other SENDIASS staff to share knowledge and best practices, ensuring a consistent and coordinated approach.

4. Monitoring and Reporting

- Maintain accurate and up-to-date records of all casework, engagement activities, and outcomes.
- Monitor and evaluate the effectiveness of services provided, using feedback from young people and their families to inform service improvements.
- Prepare regular reports for the SENDIASS Manager, highlighting key achievements, challenges, and areas for development.

Qualifications and Experience

Essential:

A relevant degree or equivalent experience in education, social work, youth work, or a related field.

Proven experience in providing support and advocacy for children and young people, ideally within the SEND sector.

Strong knowledge of SEND legislation, policies, and procedures, including the SEND Code of Practice.

Excellent communication and interpersonal skills, with the ability to engage effectively with young people and a diverse range of stakeholders.

Ability to work independently, manage a caseload, and prioritize tasks in a dynamic environment.

Strong IT skills, including proficiency in Microsoft Office and social media platforms.

Personal Attributes

Empathetic and approachable, with a strong commitment to supporting young people with SEND.

Proactive, resourceful, and solution-oriented, with a flexible approach to problem-solving.

A confident public speaker with the ability to inspire and motivate young people.

Culturally aware and sensitive to the diverse backgrounds of young people and their families.

Other Requirements

- Willingness to undergo a DBS check (Disclosure and Barring Service) or equivalent.
- Ability to work occasional evenings and weekends as required.

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.

EQUALITY AND DIVERSITY

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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.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: Strong knowledge of SEND legislation, policies, and procedures, including the SEND Code of Practice.	Application and Interview/Test
Excellent communication and interpersonal skills, with the ability to engage effectively with young people and a diverse range of stakeholders.	Application and Interview
Ability to work independently, manage a caseload, and	Application and Interview

<p>prioritize tasks in a dynamic environment.</p> <p>Demonstrable understanding of the SENDIASS statutory role and remit in supporting CYP with SEND and their families.</p>	<p>Application and Interview/Test</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>A relevant degree or equivalent experience in education, social work, youth work, or a related field.</p> <p>IPSEA level 1-3 Certificate (Desirable)</p>	<p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Strong IT skills, including proficiency in Microsoft Office and social media platforms.</p> <p>Knowledge of the local area and relevant services for young people with SEND.</p> <p>Experience in using case management software.</p> <p>EXPERIENCE:</p> <p>Proven experience in providing support and advocacy</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>for children and young people, within the SEND sector.</p> <p>Proven experience in developing and delivering training or workshops to CYP with SEND, their families and or relevant stakeholders.</p> <p>Proven experience of working with a range of professionals that have duties to CYP with SEND, e.g LA SEND professionals; Colleges; Social Care</p> <p>Proven track record of supporting CYP with SEND and their families and achieving positive outcomes.</p> <p>Previous experience of working/volunteering in a SENDIASS service. (Desirable)</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview/references</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Empathetic and approachable, with a strong commitment to supporting young people with SEND.</p> <p>Proactive, resourceful, and solution-oriented, with a flexible approach to problem-solving.</p> <p>A confident public speaker with the ability to inspire and motivate young people.</p> <p>· Culturally aware and sensitive to the diverse</p>	<p>Application Form/Interview/Test</p> <p>Application and Interview/Test</p>

backgrounds of young people and their families.	
OTHER SPECIAL REQUIREMENTS:	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>