

### **About the Service:**

SENDIASS Gloucestershire provides free, confidential and impartial information and advice to parents and carers on matters relating to children and young people with special educational needs and disabilities (SEND). The service is offered to parents and carers of children and young people aged between 0 and 25 years old, as well as young people between the ages of 16 and 25.

SENDIASS Gloucestershire provides emotional and practical support and helps both parents play an active and informed role in their child / young person's education. The service also supports young people to be able to make decisions about their own education and future.

### **Parent Advisers need to:**

- Answer calls that come into the SENDIASS Helpline. Calls are predominantly from parents, but can include teaching staff, school Governors, health professionals, social care professionals and Local Authority staff.
- Answer questions about a range of topics including, but not limited to: Gloucestershire's Graduated Pathway, EHC Needs Assessments and EHC Plans, maintained and independent special schools, admissions and admission appeals, exclusion and exclusion appeals, SEN Transport and SEN transport appeals, SEND diagnosis, Child Protection Procedures, referral routes to other services, specialist childcare and extra curricular activities.
- Provide accurate advice to parents whose level of understanding might be limited and help them to explore their options in such a way that they can make effective and informed choices.
- Help parents to read through professional reports and assist them with understanding the contents, what it means 'in real terms' for their child, as well as explain any terminology within the report.
- Support parents at school meetings, Annual Reviews, Child In Need Meetings, Child Protection Conferences, Admission Appeals, Exclusion Appeals, Independent Review Panels, Transport Appeals, Mediation Hearings, SEND Tribunals and LGSCO hearings.
- Read, retain and explain complex information, including relevant local policies, guidance and legislation and to understand it sufficiently to be able to explain it to a wide variety of audiences.
- Commit to complete the IPSEA Level 1, 2 and 3 online and face to face training within one calendar year of commencing the post. Travel to the face-to-face training could be anywhere within the South West region or Central London.
- Be confident in working with parents who may have learning difficulties as well as working with young people with additional needs.
- Be comfortable with challenging a range of professionals in a respectful, bounded way.
- Liaise with a range of professional in education, health and social care in order that a parent can fully participate in their child's education and care.
- Participate in information sessions, training sessions and 'drop-in' sessions in a wide variety of settings and venues across the county.
- Participate in SENDIASS Steering Group Meetings.
- Signpost to relevant agencies and support networks.
- Be prepared to travel anywhere within the county of Gloucestershire as well as to neighbouring authorities to attend meetings and Annual Reviews for families who are Gloucestershire residents.
- Travel to 'in person' SEND Tribunal Hearings where necessary.
- Be prepared to meet families in their own homes as well as community locations such as Children's Centres and libraries. All of these visits will be done as a 'lone worker'.
- Be prepared to travel to Independent Specialist Provisions which may be some distance from Gloucestershire where there is a clear need to accompany a parent to a meeting or Annual Review.

## Special Conditions

- This position is subject to an enhanced DBS disclosure, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- To work flexibly outside of normal office working. The nature of the post means that work will take place at a range of venues and contexts and that contact with parents, carers, children and young people could be outside of normal office hours.
- The ability and capacity to work flexibly from home to make effective and efficient use of time.
- To carry out any additional duties as may be agreed with the manager of the service.
- Full driving licence and access to transport.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular reviews, and the council reserves its right to amend or add to the accountabilities listed above.

### The ideal candidate will have:

#### Experience

- Experience of working with parents and carers of children with special educational needs and disabilities.
- Experience of working with young people with special educational needs and disabilities
- Experience of working in a school, pre-school or college setting
- Experience of working in a role that demands you to continually prioritise your workload
- Experience of giving impartial advice or support
- Experience of working on a telephone helpline
- Experience of preparing and attending appeals and / or SEND Tribunals
- Experience of diffusing difficult and volatile situations.
- Contributing to consultative exercises with a range of stakeholders
- Experience of working across a wide geographical area

#### Knowledge, Skills and Understanding

- Knowledge of key legislation – Children & Families Act, Children’s Act, Education Act
- Knowledge of key guidance – SEN Code of Practice, School Admissions Code, School Admissions Appeal Code, Exclusion from maintained schools, academies and PRU’s
- Knowledge of key policies – Transport assistance for SEN pupils, Working Together to Safeguard Children, SENDIASS Confidentiality Policy,

- Ability to listen to a range of views and enable collaboration towards an agreed objective
- Well developed planning, analysis, and implementation skills
- Well developed negotiation and engagement skills
- Knowledge of effective quality assurance processes and their design
- Highly developed written, presentation and report writing skills, using effective language to convey convincing ideas and arguments and simplify technical and complex information
- Ability to build productive and reciprocal working relationships
- Ability to think under pressure
- Not be drawn into giving a personal opinion or be seen to either be agreeing or colluding with a service user

#### Behavioural attributes

- Be able to challenge someone that you are supporting without losing their confidence or respect
- Demonstrates Gloucestershire Employee Behaviours
- Approachable and able to engage with a range of people
- Committed to achieving the best outcomes for children and young people
- Able to build effective working relationships across education, health and care services that improve participation and coproduction with children and young people
- Flexible, creative and self-motivated and able to work autonomously
- Organised and able to meet deadlines
- Able to cope and function effectively when working in a pressured environment,

#### SENDIASS Impartiality Policy

- Excellent interpersonal skills
- Knowledge of relevant GCC policies and protocols – SOR Panels, SEND Panels
- Creative abilities to engage with children and young people and enable their participation
- Understanding of the way children and young people use and interact with a different sources of information

#### Education & Qualifications

##### Essential

- Degree level or equivalent
- Evidence of experience working with parent / carers
- Evidence of experience working with children and young people
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#### demonstrating emotional resilience

- Able to work effectively with people at all levels within the council and its partners
- Able to problem solve and anticipate and resolve problems before they arise
- Politically aware
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring constant shifts of priority
- Being professionally curious and holding self and others to account