

Application information

# **Parent, Children and Young Peoples (CYP) Information and Advice Officer (SENDIASS)**

Nov 2023



# Welcome

Thank you for taking an interest in the position of Parent, Children and Young Peoples (CYP) Information and Advice Officer. I hope your interest might develop into an application that we can consider. This is an exciting opportunity for someone to play a crucial role in ensuring that children and young people with SEND receive the appropriate support and services they need to thrive academically, socially and emotionally.

The SDSA leads and supports partnerships and projects that improve outcomes for children and young people, especially within schools. We are based in Leicester but our work includes local, regional and national contracts. We think we are unique within the sector, operating as a not-for-profit support organisation, driven by a spirit of enterprising public-service. You can find out more about the SDSA on our website.

The current SDSA team includes a number of colleagues who provide support, direction and leadership for our work. I know I am biased but they are a fantastic team and I know we have a growing reputation. The world of schools and children's services is changing rapidly and support is increasingly being commissioned from organisations such as the SDSA. These are therefore exciting times for people who like to think and work 'outside the box' and have imaginative ideas for improving outcomes for children, young people and their families.

Please have a good look through the remaining pages and consider whether you might be the person we are looking for to join the SDSA team. If so, we would be delighted to receive your application.

All the best,

*Iain*

**Iain Peel**

Chief Executive, SDSA



Build lasting partnerships that create positive change to improve outcomes for children and young people.



Support the development of a future where each child and young person can reach their full potential.



Provide capacity, expertise and experience to our partners across the education sector.

# About SDSA

SDSA has existed and developed as a not-for-profit organisation supporting schools and children's services for over 20 years.

Based from our city centre office in Leicester, SDSA has a core team with a wide range of experience and expertise. With a strong track record of contributing to positive outcomes for children and young people, we support programmes and partnerships that lead to sustainable improvements across the sector - and pride ourselves on our affordability, flexibility and quality of delivery.

The diverse nature of our work brings us into contact with both policy and practice; from groups of schools to national networks and DfE initiatives - we provide expert capacity and timely intervention (often in the background) so that colleagues can develop, collaborate and deliver purposeful impact.

In the current landscape we are now finding that our contribution to supporting the school-led improvement system is more relevant than ever before.

The trademark of SDSA's approach is our belief that the solutions to most improvement challenges are to be found in schools, close to the 'front line'. We believe that what the system needs to improve are facilities that enable effective practice to be shared. SDSA is therefore proud of its role as a facilitative organisation, supporting colleagues in well-organised activities to collaborate around a clearly articulated common purpose to address priority needs.



Not-for-profit company that delivers the majority of contracted and commissioned work across the SDSA group

**SDSA**  
Leicester

Not-for-profit operating solely for the delivery of Leicester City Council and local maintained school commissions

**SDSA**  
Foundation

A charitable company utilised for the receipt of eligible grant funding and to fulfil SDSA's charitable objectives



Providing free, confidential, impartial SEND information and advice to parents, carers and young people

# Culture and values

SDSA only has one asset – its people. As an organisation, we promote independent thinking and encourage team members to use their initiative to make well balanced judgements - to work in the best interests of the organisation, our clients and their colleagues.

Team members are provided with significant autonomy and agency to produce the best outcomes possible. This workplace culture requires a high level of trust and a sense of mutual accountability – which is supported through regular development programmes, peer-support and coaching.

As a team and organisation, we are open and transparent. We do the right things, with best interests at heart; with genuine care for the team, the individuals within it, the organisation and young people.

We are undoubtedly a fun and friendly place to work, but that shouldn't be confused with being complacent or cosy. We're a high performing team operating within an environment where challenge is positively received and productively channelled. We don't shy away from having difficult conversations and some of our very best ideas have been formulated over a strong cup of tea and a robust conversation.

We might have different responsibilities – but we are equal in our accountability to each other and our mutual respect. We all muck-in when called upon and we all know how to empty the dishwasher!



## Integrity

We work with moral soundness, modesty and are committed to being open, honest and clear.



## Self-Awareness and Resilience

We have an understanding of our own emotions and how they affect behaviours. We're aware of our strengths and limitations and we recover from difficulties by seeking and offering solutions.



## Team Working & Collaboration

We work together to achieve shared goals, share best practice, break down barriers, and communicate on new initiatives. We take responsibility for agreed objectives and we are answerable and accountable for these. We're willing to give and receive constructive feedback along the way.



## Entrepreneurship

We've got the ability to formulate new ideas or adapt existing ideas in a new or unexpected way to solve problems, and we think ahead to spot or create opportunities and maximise them, to deliver services that are creative, innovative and appropriate.



## Strategic Thinking

We identify connections between situations and arrive at conclusions about key issues that affect organisational priorities.

# About the Parent, Children and Young Peoples (CYP) Information and Advice Officer Role

This is a full time position (35 hours per week) and is available immediately. The salary for this role is **£32,121** full time. Although the contract of employment is with SDSA, we use local authority payroll services, which offers the appointed person favourable terms and conditions. This includes access to the local government pension scheme.

This role will primarily support parents, children and young people that live in Rutland.

We expect the role to be hybrid, working from home with some office attendance, spread over five days per week (part time 4 days a week can be considered) and we can be flexible around start/ finish times to accommodate existing commitments, such as school drop offs etc. Supervision and team meetings will be in our Leicester City centre office, Alliance House, there will be occasional meetings based in Oakham, Rutland.

We are advertising this position as a permanent contract of employment, but with an initial probationary period to give both parties a natural break point if required.

## Who we are looking for

We are open minded about who our new Parent, Children and Young Peoples (CYP) Information and Advice Officer might be. You may already be working in a similar role, or have some relevant experience and/or qualifications and be looking to change, build or extend your career.

However, a non-negotiable will be you are committed about making a difference in the lives of Children and young people with special educational needs and/ or disabilities (SEND). This is a great opportunity for someone who enjoys hardwork, and wants to contribute to a wider team.

Above all, we are seeking someone who is passionate about SEND and has an understanding of the local authority's responsibilities in supporting SEND children and young people.

In this role, you will play a crucial role in ensuring that children and young people with SEND receive the appropriate support and services they need to thrive academically, socially and emotionally.

We require someone with excellent communication and interpersonal skills with the ability to build positive relationships with a wide range of stakeholders.

If you have the skills and experience required for this role, we would love to hear from you.

**Apply now to join our dedicated team and help shape the future of inclusive education for all children and young people!**

# Job Description

## Main duties and responsibilities:

- To provide impartial information, advice and support to children and young people (0-25) with SEND and their parents/ carers with regard to accessing education, health and social care.
- To support children, young people and their parents/ carers to enable them to engage fully with the SEND reforms process.
- To ensure that young people requesting a new Education Health Care (EHC) Needs Assessment and Plan have access to information, advice and support to make informed decisions.
- To provide assistance to children, young people and their parents/carers through the wider Special Educational Needs and Disability system and processes with regards to education, social care and health matters.
- To manage and undertake casework and to act as the main contact person for young people with SEND and their parents/carers
- To contribute to the development of and to publicise and promote information, advice and support available to young people with SEND and their parents/carers
- To attend and input into relevant meetings together with developing professional working relationships with children, young people, their parents/carers and partners within the local authority and other public, private, independent and voluntary sectors
- Understand GDPR regulations and the ability to handle confidential information with appropriate discretion.

## Main activities of the role to deliver the aims:

- Work within the legal requirements of the Children and Families Act 2014 and associated SEND Code of Practice (0-25) and in accordance with all SENDIASS Leicester and Rutland policies including the confidentiality and impartiality processes, working within a Safeguarding Framework
- Undertake and complete the IASS Network Legal Training (accredited by the Solicitors Authority) on the new SEN legislation impacting children/young people (0-25) with SEND and their parents/carers in addition to any training on law /guidance related to the post and working effectively with young people and parents/carers Levels 1-3
- Provide information on the roles and remit of professionals and services available for young people with SEND and their parents/carers
- Provide young people with SEND and their parents/ carers with accurate, impartial, information and advice plus on - going casework support in relation to the Education Health Care (EHC) Needs Assessments, EHC Plans, Annual Reviews, Personal Budgets and the Local Offer, using the relevant legislation and guidance.
- Empower and assist young people with SEND and their parents/ carers to be at the centre of decision-making and make informed decisions regarding education and training opportunities, whilst maintaining a calm, empathetic and impartial approach.
- To develop effective ways for young people with SEND and their parents/ carers to feedback on the information, advice and support they receive.
- In partnership with colleagues, develop, coordinate and facilitate meetings, networks, workshops training and events.
- Build excellent relationships with partners in Rutland and Leicester including public services, local authorities and voluntary sector organisations providing them with information and support
- To identify and develop links with mainstream and specialist Post 16 educational/training settings and services that provides advice, advocacy and specialist support for young people in preparing them to participate in the community.
- Foster good working relationships between young people/ parents/carers, Post 16 settings, LA, Health and Social Care services to support young people with SEND and their parents/carers to liaise with services where relevant.

For example;

- The Children and Families Act 2014
- Special Educational Needs and Disability (SEND) 2014
- SEND Code of Practice 2015

## **Main activities of the role to deliver the aims (cont):**

- Provide up to date information and analysis of policy and partnership working related to SEND at local and regional level
- Provide a range of accessible information including briefings, leaflets, guides, promotional material and reports.
- Maintain accurate and up to date records on casework and data on the SENDIASS Database on a regular and consistent basis.
- Produce reports and provide information with statistical data that evidences decisions to underpin the monitoring and evaluation of the SENDIASS Service.
- Work with colleagues to develop, deliver and performance manage the Service.
- Take responsibility for a caseload that ensures children, young people and their parents/carers have access to accurate, impartial information and appropriate support.
- Retain a detailed and up-to-date knowledge of the policies and procedures in respect of SEND, appeals arrangements and the statutory Codes of Practice
- Have knowledge and understanding of General Data Protection Regulations (GDPR) and The Data Protection Act 2018
- Undertake any such duties as thought of as commensurate with the grading of this post in relation to work related to the needs of the Service and post holder, including responsibility for specific aspects of SENDIASS work as agreed with the Service Manager

## **Support the development of SENDIASS and colleagues :**

- Be an effective ambassador and representative for SENDIASS.
- Participate positively in the development of plans, projects, performance management and organisational development for SENDIASS.
- Maintain data, statistics and information on SENDIASS work and to produce regular monitoring and promotion reports.
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across SENDIASS and keeping up to date with relevant changes in policy and practice.
- Build and maintain effective relationships with colleagues including working collaboratively across SENDIASS.
- Be accountable to SENDIASS and colleagues for your actions, actively supporting SENDIASS values.
- Ensure the health and safety of SENDIASS people and service users.
- Encourage and promote equality and diversity inside and outside of SENDIASS.
- Carry out evening and weekend work as required.
- Undertake any other reasonable duties in line with the aims of the post.

This job description is not an exhaustive list and you will be expected to carry out any other reasonable tasks as directed by SENDIASS



# Person Specification

- Essential (E)
- Desirable (D)
- Application (A)
- Interview (I)

## Experience and Qualifications

Qualified to degree level or equivalent in a relevant vocational subject or ability to demonstrate appropriate ability and skills for this position	D	A I
Experience of engaging with and building constructive working relationships with professionals within schools, colleges, NHS, Local Authority and the voluntary sector	D	A I
Experience of working in an appropriate education, health or social care setting within the public or voluntary sectors.	D	A I
Experience of working with a broad range of people including families/carers of children/ young people with special educational needs and / or disabilities	E	A I
Experience of providing information, advice and support in line with statutory procedures	D	A I
Evidence of skills, knowledge and experience to be able to assess and manage risk for the most vulnerable children	D	A I
Willingness to undertake continuous professional development	E	A I

## Skills , Personal Attributes and Knowledge:

Knowledge of safeguarding children and vulnerable adults and working with vulnerable people of all ages	D	A I
Excellent approach to customer care with an ability to respond well to all members of the public	E	A I
An interest in or passion for supporting children/young people with special educational needs or disabilities and their families	E	A I
Good working knowledge and understanding of equality, diversity and social inclusion issues and how they affect young people and families	D	A I
Knowledge of relevant legislation relating to SEND and the ability to keep up to date with changes in legislation, including but not exhaustive The Equality Act 2010, Children & Families Act 2014, Special Educational Needs and Disability Code of Practice 2015, Educational Health care plans	D	A I
A high level of communication skills both orally and in writing	E	A I
The ability to understand and explain/simplify complex information for young people and their parents/carers over the telephone, face-to-face, in groups and in writing.	E	A I
Confident with IT and proficient in Microsoft Office including word processing, email, spreadsheets and databases	E	A I



- Essential (E)
- Desirable (D)
- Application (A)
- Interview (I)

## Person Specification:

### Skills, Personal Attributes and Knowledge Continued:

Knowledge or experience of the education system including how young people with SEND are supported in educational, mainstream and special Post 16 education and training settings	D	A I
Ability to plan, prioritise and organise own workload to meet the needs of service users and deliver the SENDIASS service	E	A I
Ability to enable young people with SEND and their parents/carers to make informed decisions with confidence, give their views and ensure they are always at the centre of decision-making. Doing this in a non-judgemental, confidential and impartial way	E	A I
A proven ability of working independently and collaboratively as part of a team and maintaining effective communication with team members in a busy environment	E	A I
Ability to respect the need for confidentiality and impartiality and deal sensitively and confidently with people	D	A I
Good proven standard of spoken and written English	E	A I
Ability to travel within the county and occasionally regionally	E	A I
Willingness to share learning with others and seek help and advice where necessary	E	A I
Awareness of Data protection, GDPR and confidentiality in all approaches.	E	A I



SDSA is committed to developing exceptional teams. We invest heavily in talent and aim to provide rewarding careers and clear progression pathways.

## How to apply

The deadline for applications is **Monday 8th January** at 10am.

Download and complete the application form from [www.sdsa.net/recruitment](http://www.sdsa.net/recruitment).

You are requested to also submit a letter in support of your application. This should be a maximum of 2 sides and include:

- Why this post particularly appeals to you
- The personal qualities, plus any skills, experience and enthusiasm you can bring to this kind of work
- How you see this post providing opportunities for your development

You are welcome to enclose a CV, but only if you feel it offers information you have not been able to provide in the application form or covering letter.



**Email completed applications to:**  
[jobs@sdsa.net](mailto:jobs@sdsa.net).



**Closing date for applications:**  
Monday 8th January at 10am



**Successful applicants contacted re. interview:** Tuesday 9th January



**Interviews held:**  
Tuesday 16th January



**All applications will be acknowledged:** if you have not received confirmation within 24 hours, call 0116 299 5942.