

Hertfordshire County Council Job Outline



JOB TITLE: SENDIASS Information Coordinator
GRADE: Level 7
REPORTS TO: Adviser
TEAM: Special Educational Needs Information Advice
and Support Service (SENDIASS)
DEPARTMENT: Children's Services

Purpose of the Job

SENDIASS (Special Educational Needs and/or Disability Information, Advice and Support Service) is a statutory service which provides impartial and confidential information, advice and support to parents and carers of children with special educational needs and disabilities (SEND), and young people and children with SEN. The service aims to empower young people, parents and carers to make an informed contribution to decisions about their/their child's future and to help navigate the SEND processes.

The postholder will work as part of the triage team and will be the first point of contact for families accessing the service. They will provide a wide range of accurate and up to date information, as well as signposting to local services that are relevant to the service users needs via the helpline and email responses.

Main Areas of Responsibility

- Help families at the first point of contact through the service helpline and email using person-centred approaches. Manage voicemails received out of hours to ensure all contacts for support are responded to within the service expectations
- Provide a wide range of accurate information relevant to the callers needs discussing how it applies to them supporting families to self-advocate and take part in decisions

- Maintain and effectively use the service case management recording system to accurately capture relevant data that contributes to local and nation service reporting requirements
- Appropriately signpost service users to other services, agencies, and groups on a wide range of information and support explaining the purpose of the referral
- Use knowledge and skills to help families go through the EHC needs assessment and process of developing an EHC plan. Provide accurate information about the law as set out in the SEND Code of Practice 2015 and local policy and practice

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- **Education/Qualification:**
 - General education to NVQ 3 or relevant experience in the field.
- **Experience:**
 - Previous experience of working in a customer facing role, preferably with parents/carers and young people.
- **Knowledge:**
 - Understanding of the challenges that children/young people who have SEND face.
- **Skills and abilities:**
 - Excellent communication skills.
 - Ability to use empathy, adaptability and creativity to approach dealing with difficult situations
 - Ability to develop a good rapport to build good relationships with all service users, professionals and colleagues
 - Ability to research and source a range of information tailored to individual needs and develop a resource bank
 - Competence in using various IT packages
 - Ability to attend training to develop knowledge of the law,
 - Ability to work confidentiality and adhere to data protection policies.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)