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| **Job Description** | |
| **Post title** | Information, Advice, Support Officer (Autism Spectrum Condition and Social Communication Difficulties) |
| **JE Reference No** | N10812. |
| **Grade** | Grade 9 |
| **Service** | Children and Young Peoples Service |
| **Service Area** | Early Help, Inclusion and Vulnerable Children; One Point Think Family Service; VCS Alliance and SENDIASS |
| **Reporting to** | The post holder will be accountable to the SENDIASS Coordinator |
| **Location** | Your normal place of work will be Lee House, Easington but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The officer will be based within the SEND Information, Advice, Support Service (SENDIASS). The officer will work with partners to ensure clear and effective communication of information, help and support for families who have a child or young person (up to 25) with Autism Spectrum Condition or Social Communications Difficulties with or without a diagnosis.

As a central point of contact for families the officer will suggest solution focussed information, advice, and support. The aim of the role will be to empower families to build their own skills, knowledge, and resilience to be able to make their own choices to understand and support their child or young people with Autism Spectrum Condition or Social Communication Difficulties.

The officer will work jointly with families to capture the needs of families, understand the barriers they face whilst identify gaps and duplications in local services.

The officer will be proactive working with a range of organisations to extend and enhance the offer of information and support available for families in line with the direction of travel within the wider Think Autism Strategy.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Provide information, advice and support to parents and carers through a variety of platforms including a telephone helpline, offer support, drop-in support groups, signposting, an information hub, and workshops,
* To gather information relating to the needs expressed by families and share this with relevant parties to support future commissioning,
* Develop and deliver an actual and virtual Information Hub for families to access information, advice, and support,
* Work with partners to identify and coordinate awareness training for families,
* Work effectively, creatively and in co-production with Parent Carer Forums and Young People’s Forums to understand barriers to meeting a family’s needs, gaps in services, identifying and developing solutions in order to develop a cohesive strategy for supporting families in line with the Think Autism Strategy,
* Work effectively, creatively and in co-production with local services and voluntary organisations to understand barriers to meeting a family’s needs, gaps in services, identifying and developing solutions in order to develop a cohesive strategy for supporting families in line with the Think Autism Strategy,
* Develop an annual plan for the role with a clear focus on SMART outcomes to meet needs and improve outcomes for families,
* Contribution to the SENDIASS quarterly report to Strategic Partners including the CCG and in line with the terms of the commissioning arrangements,
* Responsibility for record keeping, analysing data, reports and correspondence relevant to the post,
* Develop and use a range of approaches to engage and build effective working relationships,
* Attend to the Autism Strategy Group and contribution to the Think Autism Strategy,
* Participate in and adhere to Safeguarding procedure as defined by the Local Children’s Safeguarding Boards Policy and Procedures,
* Participation in SENDIASS developments designed to maximise family engagement, promote the quality of services, and improve outcomes for children and young people,
* Working flexibly to meet the needs of families which may include the need for some weekend working.

The above is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Strategic Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Professional qualification in a relevant field such as Education, Health or Social Care to Degree Level. (BA Hons SW, Degree in social work or equivalent social work qualification, i.e. CQSW, CSS or Dip SW with GSCC registration, RN or Registered Nurse Learning Disabilities (RNLD), Qualified Teacher Status, or equivalent),   **Or**   * A Degree Qualification in relevant subject. | * Post Qualifying Qualification in Autism Spectrum Condition, * Evidence of continuous professional development in a relevant field. |
| Experience | * At least three years’ experience of working with children or young people with Autism Spectrum Condition and Social Communication Difficulties and their families, * A sound knowledge and understanding of Autism Spectrum Condition and Social, Communication Difficulties, * An understanding and interest in the specific issues related to Autism Spectrum Condition and Social, Communication Difficulties, * Experience of providing advice and guidance to families through a range of platforms, * Experience of specific strategies to support children and young people with Autism Spectrum Condition and Social, Communication Difficulties. | * Experience of working with families of children with SEND, * Experience of working with children and young people with SEND, * Experience of delivering and reporting on outcomes. |
| Skills & Knowledge | * Experience of researching and collating information, * Experience of analysing information and producing reports, * Experience of partnership working to achieve desired results, * Experience of group facilitation, * Experience of working with a range of professionals, external partner agencies and service providers, * Understand the nature of effective relationships, * Establishing and maintaining professional boundaries, * Understand information sharing, consent and confidentiality, * Goal planning, monitoring and review processes, * Problem solving skills – ability to be innovative and find creative solutions to implement change, * Strategies to build parental self-confidence, capacity and resilience, * Ability to manage time effectively, prioritise, co-ordinate tasks and meet deadlines, * Knowledge of Safeguarding Procedures, * Proven verbal and written communication skills, * Negotiation skills, * Effective interpersonal skills including ability to work effectively as part of a team and in partnership with a range of external agencies, * The ability to reflect and evaluate to improve working practice, * IT literate – Microsoft packages (Word, Excel, PowerPoint, email). | * Knowledge and skills to enable good coproduction, * Ability to demonstrate knowledge and understanding of key policies affecting families and children with SEND, * Experience of working in an outcome focused environment. |
| Personal Qualities | * The ability to work flexibly to meet the needs of the Service, * Non-confrontational approach to problem solving, * Open, honest and assertive manner, * Supportive and appropriately challenging, * Ability to respect confidentiality, * Commitment to high quality service delivery, * Good team player, * Enthusiastic and persistent, * Empathy and positive regard for the needs of others, * Warm, respectful and sensitive, * Reliable and a strong sense of self, * Capable of independent travel to meet the requirements of the post. |  |