

Information, Advice and Support Officer (SEND)

Job Description

Reports to: **Lead Specialist – Information, Advice and Support (SEND)**
Direct reports: **N/A**

Evaluation: **443 points**
Grade: **N5**
Reference: **AA4055**

Purpose

To empower young people, parents and carers to make an informed contribution to any decision about educational provision and to supervise Independent Supporters to carry out their role.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To encourage partnership working between young people, parents, schools, early years and post 16 providers, LA and other statutory and voluntary bodies.
2. To assist with the day to day operation and development of the Information, Advice and Support Service (IASS)
3. To prepare and deliver advice and training sessions for GPs, Health Visitors, School staff, voluntary sector staff and other as required in order to build capacity and expertise in the wider workforce.

4. To offer information, advice and support to children, young people or parents.
This may include – by telephone, in 1-1 meetings, in more formal meetings, as part of school/college visits and to groups.
5. To supervise and support the training and development of volunteers and Independent Supporters to undertake the above list of tasks.
6. To attend SEND review meetings and other meetings with statutory and voluntary organisations on behalf of the IASS Lead when necessary. AA4055
June 2016
7. To work in partnership with children, young people, parents, educational institutions, professionals and voluntary agencies.
8. To assist in the development of information for children, young people and parent/carers of children with SEND.
9. To carry out basic administrative duties including emails, the writing and typing of complex reports and letters and making and responding to phone calls in accordance with the requirements of the service.
10. To keep up to date and accurate electronic records of case work with individual volunteers and families and to assist the IASS Lead in analysing data from feedback questionnaires to inform the development of the Service and to complete data entry within a spreadsheet for the collation of this information
11. To provide advice and guidance on internal and external policies and regulations in line with specific legislation.
12. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
13. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.

