

Job Profile Information: SENDIASS Service Manager

This supplementary information for SENDIAS Service Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 1

Camden Way Category Four

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To take responsibility for co-ordinating, developing and promoting the SENDIAS Service in to maintain effective and positive partnerships between children, young people and their families, schools, local authority and other services.

To facilitate good communications and develop effective partnerships between stakeholders and provide impartial, advice and support to children, young people with special educational needs and/or disabilities (SEND) and their families.

To develop, co-ordinate and promote SENDIAS Services to ensure that high standards are maintained and statutory duties are met.

Example outcomes or objectives that this role will deliver:

The outcomes required from an impartial advice service for Camden children, young people and their families with special educational needs and/or disabilities;

1. Children, young people and parents who are more independent and use self-advocacy with regard to issues stemming SEND.
2. Children and young people are able to concentrate on their educational career and thus improve their outcomes.
3. Issues are resolved at early stages and prevent disputes, which can include SEND Tribunals and Judicial Reviews.
4. Decision making by children and young people is paramount and discords between parents and their children are reduced.
5. Vulnerable pupils and their families are supported through the exclusion process appropriately to improve the longer-term outcomes for the affected pupil.

The SENDIASS Manager will lead the service to deliver these outcomes for Camden residents.

The outcomes the SENDIASS Manager will be expected to deliver for the service itself;

- Ensure the service meets (and exceeds) the minimum standards set out in the Children's and Families Act 2014, SEND Code of Practice 2015 and the IASSN Quality Standards.
- Develop and manage a high quality volunteer service to provide impartial information, advice and support to Camden residents who have SEND and/or their families.
- Develop and manage a high quality staff team to meet the needs of service users.
- Provide representation at Tribunal when all other routes of resolution have been exhausted.

People Management Responsibilities:

- Managing one permanent member of staff an Information and Advice Worker
- Managing interim/temporary positions as appropriate
- Managing volunteer services as appropriate

Relationships;

The post holder will be required to work with a variety of organisations and agencies both internal and external to Camden local authority and Camden Learning.

The post holder will be employed by Camden Local Authority and seconded to Camden Learning.

Work Environment:

The post holder will be required to work flexibly and responsively to meet the needs of children and young people and families: and of the service. They will need to manage changing/conflicting priorities on a regular basis, to have good organisations and planning skills to meet tight deadlines.

The service is based in the Highgate Newton Centre, but most of the activity can take place in schools and includes some home visits.

Technical Knowledge and Experience:

Experience of working with vulnerable clients in general and with clients who have special education needs or disabilities and/or with clients who have a mental health diagnosis in particular

Good working knowledge of Part 3 of the Children & Families Act 2014, Special Educational Needs and Disability Regulations 2014, SEND Code of Practice 2015, the Care Act 2014, Advocacy Code of Practice 2014 and other relevant regulations/guidance or the willingness to learn

Ability and commitment to work towards the relevant legal qualifications

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)