

## **Job Profile Information: Independent Advice and Support Officer**

This supplementary information for *Independent Advice and Support Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

### **Camden Way Category 3**

**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 provide impartial information, advice and direct support to enable parents/carers, children and young people (CYP) aged 16-25 with special educational needs and or disabilities in accordance with the Children & Families Act 2014, Equalities Act 2010, SEN Code of Practice and other relevant statutory guidance. This will involve interpreting and providing guidance on relevant legislation, statutory guidance, local authority policy and procedure to families, CYP, colleagues, Head teachers, SENDCOs, local authority officers and professional staff from health and social care.

#### **Example outcomes or objectives that this role will deliver:**

- To support schools, professionals and others working with parents/carers and CYP with SEN/Disabilities (SEND) in promoting impartiality, choice and rights.
- To help parents/carers and CYP understand professional reports and assist them in expressing their views, either in writing or verbally.
- To work in partnership with parents/carers, CYP to develop confidence, raise self-esteem and promote empowerment and self-advocacy.
- To work with parents/carers, children's centres, schools, colleagues and others to actively seek solutions to difficulties encountered by CYP and their parents/carers at early years settings, schools or colleges.
- To attend national and regional training/conferences to maintain up to date knowledge of SEND legislation and SENDIASS developments.
- Empower and enable families and young people to have confidence and participate effectively.
- Ensure the experiences of families contribute to the development of good working practices with schools and the LA.

#### **People Management Responsibilities:**

N/A

**Relationships;**

The post holder is required to promote partnership working, liaising with the client group and various teams and services both internally and externally. This will include contributions to regional and national networks and initiatives.

**Key contacts include:**

- Service users
- Head teachers
- SENDCOs
- Local Authority Officers
- Education, Health and Social Care Professionals
- Other council departments
- Appropriate statutory and independent agencies
- Voluntary sector

**Work Environment:**

The working environment is busy and demanding with heavy workloads, challenging and conflicting priorities. The post holder is required to organise priorities as service demands vary and require changes to daily work programmes. A high level of multi-tasking and problem solving is required.

**Technical Knowledge and Experience:**

- Knowledge of educational legislation and procedures for children and young people aged 16-25 with special educational needs and or disabilities.
- Knowledge of the law relating to disability discrimination, exclusion and bullying.
- Knowledge of local communities, schools and their surrounding areas.
- Understanding of disagreement resolution, conciliation and mediation.
- Ability to mediate, negotiate and use diplomacy with others in a variety of settings, including schools and with vulnerable families.
- Ability to establish and maintain strong and trusting relationships and boundaries with vulnerable families and professionals.

- Ability to work to confidentiality protocols and share information which relates to the safeguarding and protection of children and young people.
- Ability to use own initiative, problem solve and manage a demanding workload.
- Ability to accurately assess the needs of children, young people and families.
- Providing complex and sensitive information to stakeholders including parents/carers, children, young people, officers and professional colleagues.
- Presenting information to groups in seminars and workshops.
- To have experience of health and safety requirements and to be able to ensure safe working practice in Health and Safety and other relevant policies in carrying out duties.
- Co-ordination and delivery of training programmes/events

## **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