

Job Profile: Independent Advice and Support Officer (SENDIASS)

Salary Range: £31,434 - £36,110

Job Grade: Level 3, Zone 1

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Service offers support to schools, professionals and others working with parents/carers and CYP with SEN/Disabilities (SEND) in promoting impartiality, choice and rights as well as helping parent/carers and CYP, (Children and Young People), express their views, either in writing or verbally.

About The Role

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.

SENDIASS helps parent/carers and CYP understand professional reports and supports them to work in partnership, whilst developing their knowledge, confidence, and self-esteem, enabling them to feel empowered, understood and to participate effectively. We 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, ensuring the experiences of Camden families and young people, contribute to the good working practices of schools and the LA.

The role would require attendance at national and regional training and conferences, to maintain up to date knowledge of SEND Legislation and SENDIASS developments, as well as facilitating training workshops for parent/carers, (via the Parent Carer Forum), and SEND training workshops for Camden professionals.

SENDIASS ensures parent/carers and CYP are aware of and meet all statutory deadlines and offers representation at the First Tier Tribunal for those with language or SEND barriers to enable their full participation.

About You

Qualification Requirement: IPSEA (SEN Advisor Legal Training – Level 2)

The ideal post holder would have knowledge of educational legislation and procedures for children and young people aged 16-25 with special educational needs and or disabilities, along with knowledge of the law relating to disability discrimination, exclusion, and bullying.

You should have the ability to interact effectively with parents and carers, providing advice about the statutory processes, to ensure that they are well informed and aware of their legal rights under the relevant SEN legislation. Along with understanding of disagreement resolution, conciliation, and mediation, with the ability to mediate, negotiate and use diplomacy with others in a variety of settings including schools, and with vulnerable families.

Ideally, the post holder would have knowledge of local communities, schools, and their surrounding areas, with the ability to establish and maintain strong and trusting relationships and boundaries with vulnerable families and professionals.

The post holder would have the ability to work to confidentiality protocols and share information which relates to the safeguarding and protection of children and young people, whilst respecting the confidential and sensitive nature of the written and verbal information.

You will have the ability to access the needs of CYP and their families, whilst using your own initiative, problem solving and managing a demanding workload with a requirement to provide complex and sensitive information to stakeholders including parents/carers, children, young people, officers and professional colleagues.

The ideal post holder would have the ability to co-ordinate and deliver training programmes/events and presenting information to groups in seminars and workshops with additional experience of health and safety requirements, ensuring safe working practice in Health and Safety and other relevant policies whilst carrying out their duties.

Work Environment:

The role is office based, in a local community centre, however, you would be required to travel around Camden to support parent/carers and CYP in meetings with professionals. 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.

People Management Responsibilities:

The post holder would be required to deputise for the Service Manager in their absence and to help oversee and train new members of staff in the Service remit, new Database, Service processes etc.

The post holder would assist the Service Manager in the development of training and information for parent/carers and CYP with attendance at regional and national events/meetings, in the Manager's absence.

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. The post holder will work directly under the supervision of the SENDIASS Manager and will be expected to represent SENDIASS at SENDCo and Parent Carer Forums.

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

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,