



## JOB DESCRIPTION

<b>Job Title</b>	SENDIAS Officer		
<b>Service</b>	Children and Families		
<b>Reporting to</b>			
<b>Grade</b>	11		
<b>Evaluation ref:</b>	AG0924	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>To lead the provision of impartial, confidential and statutory Information, Advice and Support through the SENDIAS service, ensuring children, young people (aged 0–25) and parents/carers are empowered to understand and exercise their rights under the Children and Families Act 2014 and the SEND Code of Practice. The SENDIAS Officer manages a complex caseload, advocates on behalf of families, and provides specialist support through disagreement resolution, mediation and SEND Tribunal processes, while contributing to service development, partnership working and the promotion of Somerset SENDIAS in line with National Minimum Standards.</p>			
<b>Accountabilities</b>			
<p>Lead and provide impartial information, advice and support to ensure that SENDIAS meets its statutory responsibilities outlined in the Children and Families Act 2014 and the SEND Code of Practice 2015.</p> <p>Manage own caseload which will comprise the most complex individual cases Solve problems and inform the Manager when aware of potential issues.</p> <p>Advocate and be accountable to parents/carers for preparation, attendance and support at Disagreement Resolution, Mediation and SENDIST Tribunals where appropriate.</p> <p>Lead and provide information, advice and support in preparing evidence and other matters for the legal process with regards to SENDIST and Discrimination Tribunals.</p> <p>Lead and be responsible for young people (16 -25) to prepare and collate evidence, attend and support at Disagreement Resolution, Mediation and SENDIST Tribunals where appropriate. Provide information, advice and support with preparing evidence and other matters relating to the legal process with regards to SENDIST and Discrimination Tribunals.</p> <p>Demonstrate professional standards as stated in the National Minimum Standards for Information, Advice &amp; Support Services. Contribute to and deliver the SENDIAS Service and the Local Area for Special Educational Needs and Disabilities (SEND).</p> <p>Lead on an area of specialism, responsible for the portfolio which may include Early Years, Children in Specific Circumstances (CLA, YOT, Young Carers, CME, EHE), Post</p>			

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Service development and Children on the Dynamic Support Register.

Promote and raise awareness of the Somerset SENDIAS Service within the area, initiate and maintain contact with schools and statutory/voluntary agencies.

Develop and deliver new training materials in relation to the specified development area for parent and practitioner groups.

Manage a small team of SENDIAS Support Workers. Manage all staffing matters, e.g. supervision, sickness absence, capability. Ensure service key performance indicators are achieved and highlight any concerns to the Manager.

Develop and deliver team training sessions on a regular basis to improve quality and consistency of support to staff, volunteers and parents.

Identify and build links with SEN parent groups with the aim of offering and delivering training on the SEN Code of Practice, Equalities Act 2010 and the Somerset SEN 'framework'.

Identify and build links with early years settings to identify parents of children with special educational needs at an early stage to support them in addressing concerns.

Act as key point of contact for children, young people and their families with complex SEN. Arrange services, advice, support and guidance.

Plan a sustainable method of parent participation in each area to increase parental confidence and opportunities for parents to influence local SEN policy.

Ensure that factual, accurate and up to date casework information is recorded on the CAPITA database.

Ensure that young people and parent/carers understand their rights so they can engage in the Dispute Resolution process.

Liaise with the Statutory Send team, Integrated Care Board and NHS Foundation Trust, schools and other agencies to deliver better outcomes for children and young people.

Advise colleagues on how to increase the inclusion and support within settings and work in close partnership with settings/services securing the best outcomes for children and young people.

Understands, upholds and promotes the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.



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<b>Knowledge / Experience / Skills</b>		
	Essential	Desirable
<b>Knowledge</b>		
In-depth knowledge of the Children and Families Act 2014 and the SEND Code of Practice	X	
Understanding of the statutory role and National Minimum Standards for SEND Information, Advice and Support Services	X	
Knowledge of the rights of children, young people and parents/carers within SEND legislation	X	
Knowledge of SEND Tribunal (SENDIST) and discrimination tribunal processes		X
Knowledge of local authority SEND systems and Local Offer arrangements		X
Knowledge of post-16 and Preparing for Adulthood pathways		X
<b>Experience</b>		
Significant experience of providing impartial information, advice and support to children, young people and/or parents/carers in a SEND or related setting	X	
Experience of managing complex and sensitive casework, including advocacy	X	
Experience of working in partnership with schools, local authorities and partner agencies	X	
Experience of working within statutory or regulatory frameworks	X	
Experience of supporting or representing families in mediation or tribunal processes		X
Experience of leading on a specialist portfolio area within SEND		X
Experience of supervising or supporting staff or volunteers		X
Experience of service development or quality assurance work		X
<b>Qualifications / Registrations / Certifications</b>		

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Educated to degree level or equivalent relevant experience in SEND, education, social care or advice services	X	
Evidence of ongoing professional development relevant to SEND, information, advice and support services	X	
Relevant professional qualification in SEND, education, advice or advocacy		X
Formal mediation, advocacy or tribunal-related training		X
<b>Skills</b>		
Ability to analyse complex information and present clear, accurate advice both verbally and in writing	X	
Strong advocacy skills, including the ability to challenge appropriately while maintaining professional relationships	X	
Ability to manage a complex caseload, prioritise effectively and meet deadlines	X	
Excellent communication skills, with the ability to engage sensitively with families in stressful situations	X	
Ability to work independently, exercise professional judgement and escalate risks appropriately	X	
Ability to prepare or contribute to formal legal or tribunal documentation		X
Advanced facilitation or mediation skills		X
Ability to deliver training or awareness sessions to groups		X
<b>Working Conditions</b>		
<b>Dimensions of the role</b>		
<b>Working Arrangements</b>		
<i>Somerset Council's Dynamic Working Strategy will be applied to this position.</i>		

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### Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: