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**JOB DESCRIPTION**

**JOB TITLE:** SENDIASS PROJECT OFFICER AND VOLUNTEER COORDINATOR

**EMPLOYED BY:** Community CVS

**SALARY:** £22,183 (Full time Equivalent) - actual £11,990.81 (20 hour role)

**WORKING HOURS:** 20 hours per week all year or 25 hours per week term time only

**RESPONSIBLE TO:** SENDIASS Project Lead Officer

**SUMMARY OF POST:**

To assist in the development and delivery of the Blackburn with Darwen Special Educational Needs and Disability Information, Advice and Support Service. The Service is required to provide free, accurate and impartial information, advice and support to children and young people between the ages of 0-25 and their parents, to enable them to make informed decisions about special educational needs provision. The service provides:

* Personal and confidential help
* One to one impartial advice and support
* Independent information about special educational needs and disabilities
* Helps to make sense of how the educational process affects parents/carers and their children/young people
* Advice about working with those involved in the child’s education
* Information about parent/carer groups
* Access to independent parental support
* Promotion of the Blackburn with Darwen Local Offer
* Signposting to other services that provide information, advice and support under the SEND Code of Practice 0-25
* Information and advice on personal budgets
* Implement the Friends of the Local Offer volunteer service.

The Service is developing, in collaboration with Blackburn with Darwen Borough Council, a Friends of the Local Offer, volunteer service. Parent/carers of children/young people with SEND will be involved in the Friends of the Local Offer Group, providing signposting on issues pertaining to SEND families; promoting the local offer to parent/carers at events etc. SENDIASS will lead on the recruitment of volunteers, training, supervision and data collection.

The Service must have the capacity to handle face to face, telephone and electronic enquiries. The service must be available 5 days per week (Monday to Friday) and have a base located in Blackburn that can be accessed by the public 5 days per week. The postholder is expected to work flexibly in response to the needs of children, young people and parents.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

1. To deliver the **SENDIASS service** which will provide:-

* Independent information, advice and guidance to children, young people and their families on the law in relation to Special Educational Needs and disabilities, health and social care through suitably independently trained staff.
* Information, advice and support from supporting with initial concerns or identification of potential SEN or disabilities, through to ongoing support and provision, which may include an Education, Health and Care Plan.
* Support and advice for children, young people and parents in gathering, understanding and interpreting information and applying it to their own situation.
* Individual casework and representation for those who need it, which should include support in attending meetings, contributing to assessments and reviews and participating in decisions about outcomes for the child or young person
* Information on the local authority’s processes for resolving disagreements, its complaints procedures and means of redress.
* Supporting children, young people and parents in arranging or attending early disagreement resolution meetings
* Supporting children, young people and parents in managing mediation, appeals to the First Tier Tribunal, exclusions and complaints on matters relating to SEN and disability.
* A mechanism to ensure that the views and experiences of children, young people and parents inform local policy, strategy and practice.
* To provide home visits when required
* Record quality data and reports.
* Take a lead in developing the Friends of the Local Offer volunteer group.
* Maintain the IAS Minimum Standards.

1. To support **Service Users** so that

* Service users are aware of the service; and what it can offer them.
* Service users have the information and advice they need to make informed decisions about provision made by education, health and social care.
* Service users understand the local authority processes for statutory assessment.
* Service users understand and are supported through the Education, Health and Care Planning process.
* Service users know how to access the Local Offer.
* Service users have input to the LA’s SEND strategic decisions.
* Service users are aware of other services that can provide help and support such as parent/carer forums, youth forums, voluntary and community organisations, specialist support groups.
* Service users are aware of the complaints processes and their right to mediation, dispute resolution and the process for appealing to the First Tier Tribunal.

1. To engage with stakeholders as follows:-

* Work in co-operation with schools, the local authority and other agencies in providing information, advice, guidance and support to parents/carers about special educational needs and raising the awareness and training parents and professional where appropriate;
* Support parental involvement in the service through volunteering opportunities, regular feedback and participation in focus groups, steering groups and forums
* Attend relevant meetings, training and events at the national, regional and local levels to influence policy and practice and ensure the SENDIASS Service is at the cutting edge of good practice and that stakeholders at all levels are aware of the service.
* Implement the Friends of the Local Offer volunteer group, to promote the website.
* To be a member of multi-agency partnerships as required.

1. Good Practice and quality standards

* Keep up to date with all legislation, policy developments, and ensure the SENDIASS is compliant the requirements of the Code of Practice
* ensure the service complies with the Minimum Standards developed by the Information, Advice and Support Services Network for SEND.

1. Monitoring, Evaluation & Reporting

* To maintain quality electronic records (Charitylog).
* Undertake regular monitoring and evaluation to assist the Lead Officer to submit reports required for funding requirements.
* monitor success of the Friends of the Local Offer volunteer group.

6. To support Community CVS to deliver its strategic objectives by:-

* Maintaining high levels of customer care and quality assurance in line with Community CVS policies, procedures and systems
* Work towards agreed performance objectives, actions and targets as contained in the strategic/business plans and individual action plans/covered in the annual appraisal and regular supervisions.
* Undertake any other tasks appropriate to the post.

The post holder must adhere to all Community CVS policies and procedures, which are contained in a suite of handbooks available on the shared drive.

## MANAGEMENT

The staff of Community CVS are ultimately responsible to the Executive Committee which is made up of elected representatives from the Community CVS membership. Day to day management responsibilities are delegated to the Chief Executive.

## CONDITIONS

The full time equivalent salary is for a 37 hour week. This is currently a part-time post for 20 hours per week with the pro rata salary being £11,990.81.

Holiday entitlement for a full time staff member is 22 days plus 8 statutory days and the days between Christmas and New Year (increasing to 27 days after 5 years’ service). Holidays are pro rata for part time staff depending on the number of hours worked. If opting for the term time only option, the 22 or 27 days are built into the school holidays, but there is provision to take the occasional day off.

**POLICIES AND PROCEDURES**

You are required to make yourself aware of, understand and act on, your obligations to yourself, to work colleagues, to Community CVS, to our customers and other stakeholders. These obligations are contained in the Employee Handbook and supporting handbooks, which are available on the shared drive. Staff must pay particular attention to the Equality and Diversity Policy, Customer Care Policy, IT Policy, and, Health and Safety Policy and adhere to all Community CVS policies and procedures at all times.