



<b>Job Title:</b> SIAS Children’s and Young People Coordinator	<b>Role Profile Number:</b> SBC_12030
<b>Grade:</b> <b>Salary:</b>	<b>Date Prepared:</b> November 2023
<b>Directorate/Group:</b> Children’s Services	<b>Reporting to:</b> SIAS Manager
<b>Structure Chart attached:</b>	Yes

### Our Vision

Swindon Borough Council will be ambitious and aspirational in hearing and acting on the voice of children, young people and families and will achieve a culture where children, young people and families who receive a service are listened to and are involved in decisions that affect their lives. Our services will actively engage children, young people and families and use their views and experiences to inform plans and improve outcomes for individual children and families, the services we commission and deliver, and the staff we recruit. We will have systems in place to support participation work, and our workforce at all levels of the organization will have the skills and knowledge needed to ensure the views of children, young people and families are heard and make a difference. Participation will be embedded within our culture and practice.

### Job Purpose:

SIAS (Swindon SEND information, advice and support service) enables the independence and self-advocacy of children, young people and their families by providing free, impartial, confidential and accurate information, advice and support about education, health and social care on matters relating to special educational needs and disability, including:

- SEND support and the graduated approach;
- Statutory processes including EHCPs, suspensions and exclusions;
- Mediations, appeals and tribunals.

This exciting, new role will be responsible for developing our offer of direct support for children and young people and delivering this throughout an initial fixed term contract of 1 year. This will involve overseeing this project to ensure the participation of children and young people with SEND so that it is fully co-produced, using their initiative and judgment to determine the best model to meet the needs of residents in Swindon

and the national minimum standards for SEND IAS services. The CYP coordinator will also work alongside the SIAS team to provide legally-based information, advice and support to individual children and young people to understand what they can expect from education settings, exercise their rights, and enable them to have their voice heard in the decisions that affect them. You will:

- Work with children and young people to co-produce the SIAS offer of information, advice and support for children and young people, ensuring this meets local need and national minimum standards.
- Provide impartial information, advice and support (IAS) to individual children and young people on the full range of education, health and social care as defined in the SEND Code of Practice.
- Provide support that empowers children and young people to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints, SEND processes and SEND appeals.
- Provide information, advice and support before, during and following a SEND Tribunal appeal in a range of different ways, dependent on the needs of the young person. This will include representation during the hearing if the parent or young person is unable to do so.
- Work directly with CYP to ensure their voices are heard and represented, particularly when it comes to schools preferences, and Post-16 and Post-19 transitions.
- Provide information, advice and support in a variety of ways to meet the needs of the child or young person, including face-to-face, telephone, email, virtual and in-person meetings.
- Listen to children and young people to develop a good understanding of their current experiences and support them to express their views and wishes.
- Work together in collaboration with families, schools and other partners from health and social care to understand individual children and young people's needs and aspirations and make reasonable adjustments to meet these.
- Support children and young people to communicate effectively with professionals or move forward when things have gone wrong.
- Signpost to other support groups including youth groups and youth forums in the local area and national helplines.

**Key Accountabilities:**

- To provide up to date, accurate, impartial, advice, support and information to children and young people aged 0-25 with special educational needs.
- To develop, deliver or assist with talks or courses for groups of children or young people about SEND, education, and exclusions that supports them to understand and exercise their rights.
- To develop SIAS information specifically for young people, including leaflets and information held on the website and social media.
- To work in partnership with, children, young people, parents and carers, schools and educational settings, the local authority, CCGs and any other relevant partners.
- To make contact with SENCOs/SENCO clusters and other education providers to promote the participation of children and young people in SEND processes that involve them.
- To identify and build relationships with local support groups and attend as agreed with a focus on increasing participation of children and young people with SEND in processes that involve them.
- To establish links with statutory and voluntary sector organisations working with children and young people with SEND.

- To promote and represent SIAS with key partners and stakeholders, including formal partnerships, strategic planning groups and working groups as appropriate, and to ensure that the service is presented in a professional manner.
- To ensure that information about SIAS is included in local authority and health publications and websites, including the Local Offer and is available at key points to children and young people with SEND.
- To attend relevant conferences and meetings and/or provide display material demonstrating the work of SIAS.
- To support the wider SIAS team as a whole as and when needed, including with events.

### **Supplementary Accountabilities**

- Achieve service outcomes and outputs, as agreed by the line manager
- Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Due to the nature of the work and in accordance with the demands of the service, you may be required from time to time to work outside normal office hours, including evening and weekend working, for which time off in lieu of payment should be taken at a time agreed with the line manager.
- Take personal and professional responsibility for own training needs and discuss with the line manager.
- Undertake any other duties deemed commensurate with this post as directed by the line manager.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Recent, relevant experience of working with children and young people with SEND in education, health or care settings.
- Proven ability to build effective relationships with children, young people and families.
- Excellent communication and interpersonal skills with a range of people particularly children and young people with SEND and their families but also including other professionals, internal and external stakeholders.
- Understanding of the work of SEND IAS Services
- A comprehensive working knowledge of current legislation, central government policy and local policy and procedures relating to SEND across education, health and care.
- Experience of utilising creative approaches to engaging children, young people and families in projects to enable them to shape service development and delivery.
- Experience of planning events and projects to achieve agreed outcomes.
- Ability to interpret data and produce reports.
- Knowledge and understanding of current child protection policies and procedures.
- Level 2 Child Protection training and appropriate Adult Safeguarding training or willingness to undertake.

- Excellent organisational skills and ability to prioritise effectively.
- Ability to work in a highly confidential manner.
- Experience of handling sensitive information.
- Ability to work collaboratively and flexibly as a member of a small team.
- Strong ability to use own initiative, organise and manage own workload.
- Proven ability to work flexibly under pressure and to meet often-competing deadlines.
- IT proficient, with competent use of MS Office (Word, Excel & Outlook, Publisher), Databases, Social Media and other mediums of communication preferred by children, young people and families.
- Excellent record keeping skills.
- Excellent verbal and written communication.
- Commitment to Equal Opportunities Policy.
- Full, current driving license or alternative modes of transport as role will require travel around the local authority.
- Able to work outside of core hours, including some evening and weekend work.

### **Qualifications**

- A Level educated including Grade 4/C in GCSE English and maths or equivalent.
- Recognised qualification in a relevant field i.e. teaching, social care, family work, youth and community

### **Decision Making**

- Work with Corporate Policies, Children Services policies and procedures and team procedures.
- Ability to prioritise own workload, responding to conflicting pressures, with guidance from line manager.
- Regularly make decisions in day-to-day operational situations in response to sudden changes in situations and circumstances associated with working with vulnerable children, young people and adults.
- Support children, young people and adults in high stress situations, problem-solving to find appropriate solutions.

### **Creativity and Innovation**

- Find innovative solutions to issues, driving forward projects to increase the participation and engagement of children and young people with SEND.
- Creative approaches to engaging vulnerable children and young people and families
- Creative approaches to gaining the voice of children and young people to ensure they are enabled to shape service design and delivery.
- Approach difficult situations in a solutions-focused and creative manner appropriate to working with children and young people as well as internal and external professionals and key partners.

