



Job Title: SIAS SEND Support Coordinator	Role Profile Number: SBC_12031
Grade: Salary:	Date Prepared: November 2023
Directorate/Group: Children's Services	Reporting to: SIAS Manager
Structure Chart attached:	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.

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:

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

The SIAS SEND Support Coordinator will work directly with families at a SEND support and statutory processes level. They will provide legally based information, advice and support that empowers children, young people and their families to express their views and wishes, understand what they can expect from education settings and exercise their rights as set out in the SEND Code of Practice.

Job Purpose:

- To provide impartial information, advice and support (IAS) on the full range of education, health and social care as defined in the SEND Code of Practice.
- To provide support that empowers children, young people and their families to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints and SEND processes.
- To provide information, advice and support to individual children/young people, parents and carers in a variety of ways that meets their needs, including face-to-face, telephone, email, virtual and in-person meetings.
- To listen to children, young people and their families to develop a good understanding of their current experiences and support them to express their views and wishes.
- To work together in collaboration with families, schools and other partners from health and social care to meet need and put reasonable adjustments in place.
- To support children, young people and their families to communicate effectively with professionals or move forward when things have gone wrong.
- To signpost to other support services including parent 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 parents and carers of children and young people aged 0-25 with special educational needs.
- To develop, deliver or assist with talks or courses for groups of parents, carers, young people and professionals about the work of SIAS and about SEND processes & procedures.
- To contribute to the production of SIAS information and leaflets and to the updating of information held on the website and social media.
- To work in partnership with parents, children and young people, schools and educational settings, the local authority, CCGs and relevant partners.
- To make contact with SENCOs/SENCO clusters and other education providers to promote effective partnership with parents, children and young people.
- To identify and build relationships with local support groups and attend as agreed with a focus on early intervention, facilitation of peer support & networking and raising the profile of the service.
- To establish links with statutory and voluntary sector organisations working with parents, children and young people.
- 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 all parents of, and children/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, extensive and direct experience relating to SEND and of working with families.
- Understanding of the work of SENDIAS Services.
- A working knowledge of current legislation, central government policy and local policy and procedures relating to SEND across education, health and care.
- Excellent communication and interpersonal skills with a range of people including children, young people and adults but also including other professionals, internal and external stakeholders.
- 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 occasional 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

- Approach difficult situations in a solutions-focused and creative manner appropriate to working with families as well as key partners.
- Find innovative solutions to issues, working with families and partners both internally and externally to ensure children and young people’s needs are met.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • 	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Engagement at all levels including Heads of Service, senior managers, and other key stakeholders, including external providers and families.

Employee Signature:	Print Name:
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Date:	
Line Managers Signature:	Print Name:
Date:	