

# SENDIASS Senior Practitioner



**Hours of work:** 24 hours per week term time only  
\*some additional hours may be available in school holidays to complete cases

**Location:** KIDS Wiltshire SENDIASS

**Department:** SEND Information Advice and Support Service (SENDIASS)

As a SENDIASS Practitioner you will be providing information, advice and support to the families of disabled children and young people. This is a great opportunity to develop your skills in a rewarding role, and gain a strong sense of achievement.

Read further to find out about whether this role is right for you.

For more information about KIDS please visit [www.kids.org.uk](http://www.kids.org.uk).

**Our vision is a world in which all disabled children and young people realise their aspirations, and their right to an inclusive community which supports them and their families.**

# What We Do



KIDS are a national charity, founded over 47 years ago, providing a wide range of support services to disabled children, young people and their families. We support children with any disability from birth to 25 years of age. We also offer our support to the whole family with the aim of giving disabled children a brighter future.

*“Your involvement with my family has meant huge practical help during a difficult time. I think the key thing is that KIDS does stuff with and for the whole family, not just the child. I am sure that yours is the kind of service that helps prevent family break up as a result of the strains that a child with a disability brings.”*

We cannot change a diagnosis and we cannot cure but we can, and we do, make a very real difference to the lives of families with a disabled child through high quality, practical and tailored services delivered by dedicated professional staff. KIDS provides over 120 different services and works with 80 local authorities throughout England. **In 2018-2019 we supported over 13,500 disabled children, young people and their families.**

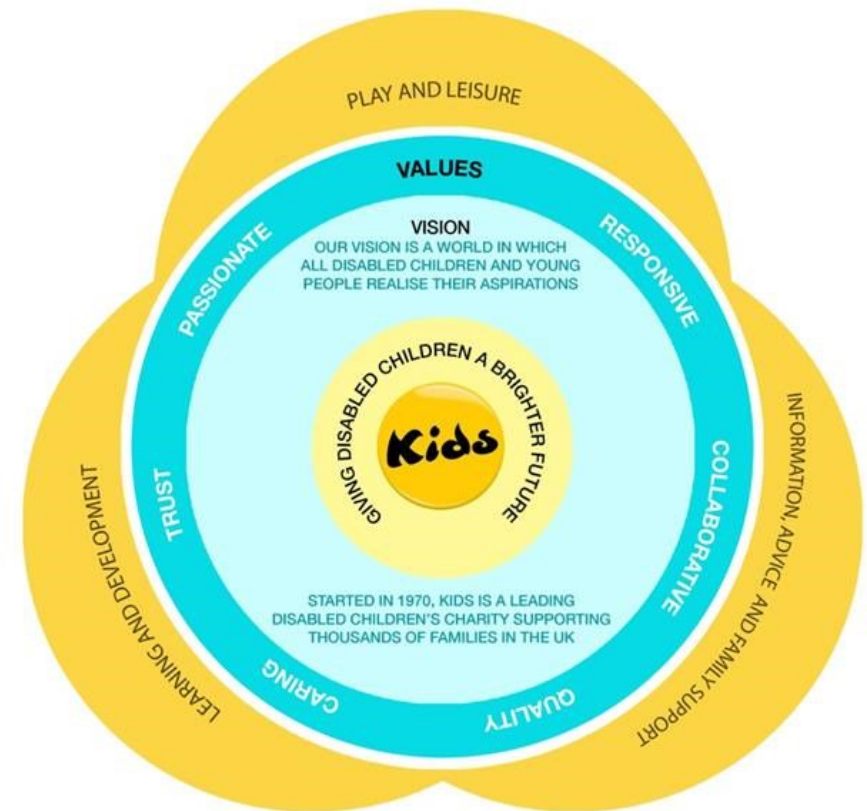
## ***Our values***

*We are passionate  
We are collaborative  
We believe in quality  
We are responsive  
We are caring  
We are trusted*

We are passionate about making a life-changing, positive difference to the lives of disabled children, young people and their families. Everything we do places the child at the centre of our support, our services then focus on providing care, which wraps around the child within their family.

To learn more about our corporate strategy, please visit  
<https://www.kids.org.uk/Pages/FAQs/Category/trustees>.

**Our values underpin the work that we do with children, young people, and families in three main areas of their lives — we call these our “circles of support”.**





# What You Can Expect



## Our services

KIDS was established in 1970 by John Mulcahy, a teacher who had become concerned about the development of a disabled child in one of his classes. Looking to improve communication with the child.

John turned to the child's mother for guidance. This sowed the seeds of working in partnership with parents and carers to enable disabled children and young people to develop their skills and abilities and to fulfil their potential, hopes and dreams.

KIDS is a charity which has pioneered a number of approaches and programmes for disabled children and young people. These include Home Learning (Portage), Parent Partnerships, Adventure Playgrounds and the inclusion of disabled children in mainstream educational settings.

KIDS has a rich history and vast experience of meeting the needs of disabled children and young people and families. Therefore, KIDS is well-placed to play a leading role supporting the development of policy affecting this important group in society.



## Our benefits

Here at KIDS we want you to know that you are valued, and that we are committed to your safety and wellbeing. Our benefits include:

- Access to KIDS Virtual College: our wide range of interactive e-learning training courses which carry CPD points
- NEST Pension Scheme
- Life Assurance after 6 months service
- Strong sense of achievement from doing meaningful work
- Generous holiday pay
- Extra week of holiday after 4 years' service
- 24 hour helpline to deal with safeguarding issues
- Access to Perkbox benefits and discounts

**'Being given the opportunity to make a positive impact on a young person's life' - Ollie, Assistant Practitioner**

# Safeguarding



**KIDS Safeguarding Board acts in an advisory capacity to monitor and continuously improve safeguarding practices throughout the organisation. To read our safeguarding policies, please click on the links below:**

[Safeguarding Children and Young People Policy](#)

[Safeguarding Vulnerable Adults Policy](#)

[Disclosure and Barring Service Policy](#)

KIDS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All children and young people we work with must, at all times, feel safe.

As part of our commitment to safeguarding KIDS has a safeguarding board with representatives from all parts of the organisation. The board meets regularly to review policy and practice as well as to disseminate learning and good practice. KIDS has a designated safeguarding lead at director and at trustee level.

KIDS follows safer recruitment principles and all staff and volunteers working with children, young people or their families have DBS checks, regular supervision and also safeguarding training.

We work closely with families and co-operate fully with other agencies to take all reasonable steps to minimise the risks of harm to a child or young person's wellbeing. We recognise that whilst not all risks can be eliminated, we must operate in an atmosphere of safe uncertainty. This means that children and young people must feel secure and safe in the face of reasonable risks, but should never be knowingly or unknowingly put in a position of significant harm or abuse.



# Job Description



## Overall Purpose of Role

- To work as part of a team, to ensure that all children and young people with special educational needs and disabilities have access to impartial SEND information, advice and support, including online support.



## Key Relationships

### Internal:

- Wiltshire SENDIASS Coordinators
- Wiltshire SENDIASS staff and volunteers
- KIDS Regional Manager and wider Central team
- Wiltshire SENDIASS Steering Group
- KIDS Young People's Participation Team

### External:

- Parents/Carers
- Children and Young People
- Schools and Colleges
- Local Authority
- Voluntary and Community Organisations including Wiltshire Parent Carers Forum (WPCC)
- IASS network South West - IASS training network and support groups

## Working Context

- There may be occasions that require a flexible approach to altering your working pattern to meet service needs including some out of hours work.
- The role will be based at a local office, in Trowbridge, however there will be frequent outreach work across Wiltshire. This will include lone working and agile working using web based IT systems to maintain records.
- There will be times when you are working with families who are anxious and at times distressed about their child's perceived lack of support, current placement. The role requires a calm measured approach to support families to work with schools and the LA to reach an outcome which will meet the needs of the child.

# Key Responsibilities



- To engage directly with parents of and children and young people with Special Educational Needs (up to 25 years) to ensure that the Wiltshire SEND Information, Advice and Support Service is accessible to them.
- Actively seek the views of parents, children and young people through a wide range of creative methods and engaging them in the development of the service and enabling the sharing of good practice and policy development.
- To support and enable parents, children and young people to participate in school meetings and reviews; to involve them in their own target setting and to enable them to identify their future support needs.
- To develop and promote the use of online information for service users, including the use of KIDS website and Social Media platforms.
- To engage with schools, colleges and other - services to promote the SEND Information Advice and Support Service and increase direct engagement with the service by young people, children and their parents.
- Actively promote the Wiltshire SENDIASS service through attending information and engagement events, on line promotion and developing relations with local statutory, community and voluntary organisations.
- To plan, promote, deliver and evaluate workshops and training to young people, parent/carers and professionals.
- To be able to provide factual information about national and local processes, procedures and support organisations.
- To provide factual, current and impartial information to service users in all aspects of Special Educational Needs in line with current legislation and local procedures, e.g:
  - Children and Families Act 2014
  - SEND Code of Practice 2014
  - The Disability Discrimination Legislation
  - Improving Behavior and Attendance – guidance on exclusion from schools for schools and pupil referral units 2012
  - Keeping Children safe in education 2019

# Key Responsibilities



To offer information in an accessible way to parent/carers, children and young people and enable them to participate confidently and effectively in an informed way in the decision-making process regarding their/their child's education.

This will be through:

- Promoting web based support
  - Telephone support
  - Support preparing for meetings, writing letters and reports
  - Support at school, LA and other meetings relating to the child / young person's education
  - Support to appeal LA decisions informally and understand the formal appeal process
  - Support at Mediation and/or Tribunal
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- To manage your own caseload
  - To work in partnership with schools, the local authority and other partners to identify vulnerable families in need of specialist support.
  - To support with dispute resolution, informally with the LA or more formally through mediation/tribunal by facilitating referral to mediation/tribunal service, supplying information as needed and offering ongoing support.
  - To use an electronic system to keep accurate records of Service activity which will provide a brief record of the work undertaken with each family and statistical evidence for monitoring and evaluation of the service.
  - To work with the team coordinators to ensure your professional development is up to date, eg with regard to legislation, policy and local initiatives relating to special educational needs and disability.
  - To contribute to the ongoing improvement of the service, sharing good practice, attending team meetings and seeking service user feedback.
  - To ensure the welfare of children and young people is paramount, reporting any safeguarding concerns in the appropriate manner
  - To work as part of the Wiltshire SENDIASS staff team to ensure that the service delivered meets and ideally exceeds the Quality Standards for services providing impartial information, advice and support
  - To work as part of the Wiltshire SENDIASS staff team to ensure that the targets/goals outlined in the service Work Plan are completed/met
  - To undertake any other duties that is consistent with the role as required.

# Key Responsibilities



**‘The staff are really friendly and create a nice atmosphere to work in’ - Sarah, Assistant Practitioner**

## Safeguarding Policies and Procedures

1. To be familiar with and fully comply with all KIDS policies and procedures including child protection, safeguarding, health and safety, confidentiality and partnership.
2. To work within the standards required by relevant regulatory bodies.
3. To ensure that the safeguarding and risk for each child or young person is reviewed regularly.
4. To safeguard the health, wellbeing and safety of the children and young people, and if any concerns arise, to immediately report any concerns in line with KIDS policies and procedures.

**KIDS is committed to safeguarding and promoting the welfare of children and young people and also expects for all staff and volunteers to share this commitment. All children and young people we work with must, at all times, feel safe.**

## Other Responsibilities

1. To signpost service users to other organisations when appropriate.
2. To work in partnership with voluntary and statutory organisations to support service users.
3. To take responsibility for personal development keeping abreast of all legislation and policy relating to special educational needs and disability.
4. To support with information and engagement sessions in the community.
5. To support with the delivery of training to service users.
6. To actively market the SENDIASS service
7. To represent the service in the community and to attend ~~any~~ local meetings or events as appropriate.
8. To contribute to the ongoing improvement of the service, sharing good practice, attending team meetings and seeking service users feedback.
9. To work in a conciliatory manner to maintain and improve relationships between service users and all relevant parties
10. To ensure the welfare of children and young people is paramount, reporting any safeguarding concerns in the appropriate manner.
11. To maintain a sensitive, confidential and impartial approach at all times.
12. To ensure service delivered meets and ideally exceeds the Quality Standards for services providing impartial information, advice and support.
13. To adhere to the guidance within the *SEND* Code of Practice.
14. To attend regular supervisions and training and development.
15. To work alongside the existing SENDIASS Service to help meet requests for training to professionals on promoting parental involvement, highlighting the parental and child's perspective and working with hard to reach and vulnerable children and their parents.



# Person Specification



## Proven Ability

To be able to carry out this role it is essential that you have the following characteristics:

- Excellent oral and written communication skills.
- Knowledge of relevant legislation, i.e. Children and Families Act 2014, Education Act 1996, the SEN Code of Practice, the Disability Discrimination Act, Keeping Children Safe in Education 2019
- A commitment to working to support parents/carers and their children with the ability to empathise with parents/carers of children who have additional needs and are finding it difficult to thrive and achieve fully in their educational setting.
- Ability to provide factual, current & impartial information to service users.
- Ability to present information in an accurate and accessible way including using a range of communication methods.
- The ability to work effectively and negotiate with schools, the local authority and partner agencies.
- The ability to work effectively with children and young people using a variety of communication methods
- Knowledge of how schools operate.
- Knowledge and experience of the issues that effect families whose children have additional needs/disabilities
- The ability to manage and organise a caseload and work within tight deadlines
- The ability to work as part of a regionally dispersed team.
- The ability to write reports and to access relevant information.
- Experience of providing information and advice
- Experience of supporting vulnerable families and their children
- Ability to de-escalate potentially difficult situations
- Ability to support parents and young people to work with school/LA and accept compromise might need to be agreed
- The ability to respond flexibly to situations.
- Able to work in challenging situations or where there is dispute.
- Good IT skills including been able to use applications such as excel, familiar and able to input and access onto data bases.
- Knowledge of GDPR and awareness of confidentiality requirements.

## Education/Qualifications

- Qualified to at least NVQ Level 3 in advice and guidance or other relevant equivalent (e.g A Level)
- Commitment to achieve IPSEA level 1,2 & 3 qualifications on special educational needs and disability (SEND) law, within 12 months of appointment.

## Other requirements

- Have a current driving licence and access to a car for work purposes



# Person Specification



## Desirable criteria

To be able to carry out this role it is desirable that you have the following characteristics:

- Experience of working in educational settings
- Experience of working with families of children with additional needs in a professional capacity
- Experience of conflict resolution/ dispute resolution and or mediation
- The ability to organise and deliver training workshops
- Knowledge of the Wiltshire local area
- Ability to use social and web-based media safely and effectively to work with –stakeholders

## Desirable Education/Qualifications

- Degree or qualified teacher status.
- HTLA qualification
- Youth Work qualification
- Childcare/Early Years Qualification



**Thank you for choosing KIDS. We look forward to receiving your application.**