

Practitioner (Outreach)



Hours of work: Part Time, 21 hours per week

Location: Croydon/ Richmond and Kingston/ Lewisham

Department: SENDIASS

Full Time Equivalent (FTE) salary details: £23,775 per annum

Advertising end date: 10th June 2019

Interview date: 20th June 2019. Interviews will be held at our Elliott's Place office, Islington, London.

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.



What We Do

KIDS are a national charity, founded over 48 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 2017-2018 we supported over 15,000 disabled children, young people and their families.**

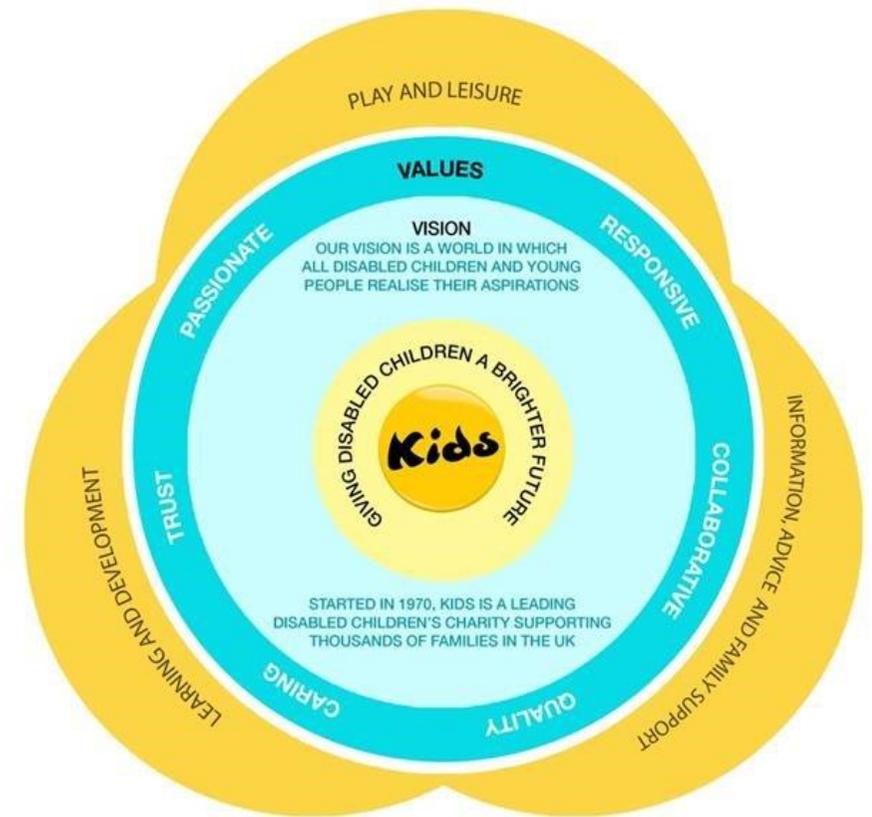
Our values

*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
- Employee Assistance Programme (EAP) to support with Health and Wellbeing
- Strong sense of achievement from doing meaningful work
- Generous holiday entitlement
- Extra week of holiday after 4 years' service
- We are happy to talk flexible working
- 24 hour helpline to deal with safeguarding issues

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 are 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 have a designated safeguarding lead at director and at trustee level.

KIDS follow 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.

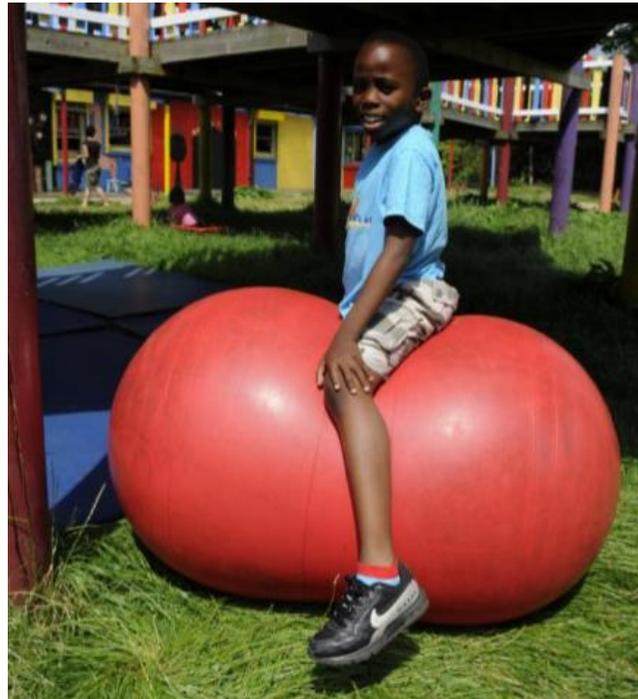
We work closely with families and co-operate fully with other agencies to take all reasonable steps to minimise the risks of harm to a child or young person's wellbeing. We recognise that whilst not all risks can be eliminated, we must operate in an atmosphere of safe uncertainty. This means that children 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 provide high quality information, advice and support to children and young people with SEND aged 0-25 years and their parents and carers in line with the Code of Practice and national and local standards. This role will have as its focus reaching out to harder to reach communities. This may be due to religious or cultural reasons or geographic reasons.



Key Relationships

- SENDIASS Coordinator
- Regional Manager
- Other Practitioners
- London Office and wider London team
- Mediation team
- Service Volunteers
- Community/ faith groups
- Children, young people and their families and carers
- Local Authority
- Health Professionals
- Voluntary and Community organisations
- Early years, schools and FE providers

Working Context

- You will be required to perform tasks as required commensurate with your grade and experience.
- Your role may be subject to an enhanced DBS check.
- Your role may involve working in a regulated activity.
- The role is centred on casework and the demands of the role will fluctuate therefore the role calls for a flexible approach, with an element of personal accountability and self-management of work load and timescales.
- The role will be based at a local office however there will be a high percentage of outreach work including home visits. This will include lone working and delivering group sessions.
- The service operates during office hours however there may be out of office hours working to meet the needs of the users.



Key Responsibilities

- Support the Coordinator in delivering the provision of the service
- To ensure the welfare of children and young people is paramount, reporting any safeguarding concerns in the appropriate manner.
- To respond to all enquiries to the service within set timeframes.
- To provide accurate and impartial information and advice to children, young people and their families and carers on matters relating to their education, health or social care. This may be face to face, email or telephone.
- To promote self-advocacy and independence building on service user's skills and knowledge.
- To have good interpersonal and liaison skills
- To meet with service users at locations suitable to them, this may be at home, in the community or at an office base.
- To manage a caseload of service users, offering support throughout their entire journey.
- To keep and maintain accurate records and case files.
- To offer support with understanding of local and statutory procedures and interventions.
- To offer support with understanding and with responses to letters and reports
- To attend and support service users at meetings regarding their education, health or social care
- To record and report any safeguarding concerns in the appropriate manner
- To support with dispute resolution and mediation by facilitating referral to internal mediation team, supplying information as needed and offering ongoing support.
- To offer support to service users and tribunal appeals.
- To signpost service users to other organisations when appropriate
- To work in partnership with voluntary and statutory organisations to support service users.
- To take responsibility for personal development keeping abreast of all legislation and policy relating to special educational needs and disability.
- To support with information and engagement sessions in the community.
- To support with the delivery of training to service users.
- To actively market the SENDIASS service
- To represent the service in the community and to attend any local meetings or events as appropriate.





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

You are responsible for maintaining the confidentiality of materials from all systems both electronic and paper and you may not remove from the premises any hardware, software, files, photographs or data without written permission unless agreed by your Line Manager/ equivalent as part of the execution of your normal duties.

Sharing the responsibility for ensuring that the organisation stays in touch and synchronised across the country.

Other responsibilities also include:

- To contribute to the ongoing improvement of the service, sharing good practice, attending team meetings and seeking service users feedback.
- To work in a conciliatory manner to maintain and improve relationships between service users and all relevant parties
- To maintain a sensitive, confidential and impartial approach at all times.
- To read, understand and comply with all KIDS policies and procedures.
- To ensure service delivered meets and ideally exceeds The Minimum Standards for services providing impartial information, advice and support.
- To adhere to the guidance within the Code of Practice July 2014.
- To attend regular supervisions and training and development.
- To undertake any other duties that is consistent with the role as required.



Person Specification

Proven Ability

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

- Min 1 years' experience delivering services to Children, young people or families with SEN or disability.
- Ability to manage Service & own workload.
- Proven ability to manage the day to day responsibilities of direct service provision.
- Ability to create and manage networks.
- Experience of multi-agency working.
- Min 1 years' experience within a customer facing role
- Excellent Interpersonal and liaison skills and the ability to work in partnership with parent's carers and steering group members.
- Excellent communication skills both verbal and written.
- Analytic and evaluation skills.
- IT skills including ability to use emails, storing and disseminating information and maintaining an up to date caseload.
- Evidence of self-development.
- Good interpersonal and liaison skills.
- Detailed knowledge of the education system & the SEND Code of Practice and Disability Discrimination and Equalities Acts.
- A thorough understanding and commitment to safeguarding and the welfare of children and vulnerable adults.
- Ability to work occasional out of hours.
- Role will be subject to an enhanced DBS check.
- A willingness to travel across the local to effectively deliver the service.





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 an advice service.
- Experience of marketing and Promotion
- Experience of working multi-cultural context.
- Experience of delivering services for or on behalf of the local authority.
- Experience of using database programs.
- Experience of delivering training and or presentations to a wide audience (professionals, parent/ carers, young people with SEN)
- An understanding of the importance of being an impartial worker
- Knowledge of the local area and support services available.
- Knowledge of different approaches to working with children, young people, parents and carers.

Desirable Education/Qualifications

- Educated to Degree Level
- Qualification in related area, childcare, education, advice and guidance
- Training qualification

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