

Post Specification

Post Specification - Key Information

- **Post Title:** SEND Information, Advice and Support Service Co-ordinator
- **Date:** May 2025
- **Post Group Number:** 494
- **Job Family:** Customer Engagement
- **Job Family Role Profile:** CE8ii
- **Final Grade:** 9 (including JWC's)

To be read in conjunction with the job family role profile.

Service Area Description

Integration and Partnerships within Quality, Resources & Transformation, Children's Services.

Purpose of this Post

To improve outcomes for children and young people in Westmorland and Furness by ensuring that children, young people, their parents and carers have access to information, advice and guidance in relation to special educational needs and disabilities.

Key Job Specific Accountabilities

1. To provide flexible SEND information, advice and support services for children, young people and their parents, including access to other agencies and organisations.
2. To develop and provide accurate, impartial, and confidential information on children's and young peoples' and parents' rights, roles and responsibilities within the Special Educational Needs and Disabilities (SEND) procedures and on the wide range of options available to them, in compliance with the service policies.
3. To work with schools, early years settings, colleges, Local Authority officers, the voluntary sector, and other agencies to promote positive relationships with children, young people and parents and in case of conflict to facilitate discussions to find solutions.
4. To provide support/training to parents, schools and early years practitioners and a range of other professionals in order to promote understanding of local and national systems and procedures in relation to SEND and participation by children, young people and parents/carers in the decision-making process.
5. Where appropriate and in conjunction with their parents, ensure that the ascertainable views and wishes of the children and young people are sought and taken into consideration.
6. To support the delivery of nationally funded project work to meet the SENDIASS minimum standards.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** This role may include some occasional, local travel

Essential Criteria

Qualifications:

- Qualification at NVQ level 3 or equivalent in a relevant subject.
- Evidence of ongoing professional updating and willingness to undertake further training and professional development.

Knowledge:

- Knowledge of the Special Educational Needs field including education, health and social care
- Knowledge of current practice in schools and educational settings.

Experience:

- Experience of working with agencies in different sectors i.e. voluntary, statutory and maintained.
- Experience of organising personal workload, with good time management, prioritising tasks and meeting deadlines.
- Experience of using IT for self-support in word-processing, spreadsheets, database and e-mail.
- Experience of establishing and maintaining effective working relationships with individuals, groups and professionals.
- Experience of developing good communication skills, verbal, written and presentation.
- Experience of using tact and diplomacy to achieve positive outcomes.
- Experience of working on own initiative and having a flexible approach to work.

Expertise:

- Awareness of the importance of confidentiality.

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- **The level of check required is:**
 - DBS Enhanced – Children's

Job Working Circumstances

- **Emotional Demands:** Working with service users who are in a disadvantaged and/or distressed state
- **Physical Demands:** None
- **Working Conditions:** Some exposure to people who are upset, frustrated or angry

Other Factors:

None