

Markfield Job Description

Job Title:	Advice Worker
Responsible to:	SENDIASS Manager
Hours of work:	30 hours a week
Holidays:	25 days a year pro rata, rising to 30 days after 3 years
Salary:	Points 26 to 28: £25,237 to £26,801 pro rata

Purpose of the job:

As an Advice Worker you will contribute to the work of the team providing the Special Educational Needs & Disabilities Information Advice & Support Service (SENDIASS) to the families of disabled children and young people in Haringey. A key part of your role will be to work directly advising children and young people with SEND up to the age of 25, and their parents/carers, on issues relating to Special Educational Needs. You will establish and maintain links between Markfield and other relevant agencies. You will work closely with other members of the Family Support Team, and the wider Markfield staff team.

Duties and responsibilities:

- Take and process referrals for Markfield services, from children, young people parent /carers and professionals, either over the phone or in person, in accordance with Markfield procedures
- Research and establish links with various young people's forums and groups around the borough, to promote the SENDIAS service, offering one-to-one support as needed
- Meet with children young people and/or their parent/careers at Markfield and other venues (including home visits), and work with them in a person-centred way to:
 - Identify their initial and ongoing support needs
 - Provide information about their options, available resources, local authority procedures in relation to SEND
 - Provide impartial advice and information in line with SEND Information, Advice & Support Service best practice standards
 - Assist them with understanding professional reports
 - Offer moral support and actively listen, prioritising the views of children young people and their parents/carers
 - When appropriate, act as a representative or advocate
 - Encourage/enable children, young people and/or their parent/carers to express their views effectively in writing and in meetings as required
 - Help children, young people and/or their parent/carers prepare for meetings and make informed decisions
 - Ensure children and young people have an active participation in matters that affect them in relation with their SEND

- Provide support and information over the telephone and online, and support other members of the SENDIASS team as needed
- Accompany children, young people and/or their parent/carers to meetings with a range of professionals
- Liaise and negotiate with a range of professionals on behalf of children, young people and/or their parent/carers
- Undertake ongoing follow up support children, young people and/or their parent/carers, e.g. writing letters
- In conjunction with other members of the SENDIASS team, contribute to the planning, delivery and evaluation of services, to ensure a high quality service to disabled children and their families.
- Contribute to processes to ensure the safeguarding of children, including report writing and attending meetings with other professionals
- Keep accurate computer-based and manual records in accordance with Markfield procedures
- Produce timely and accurate monitoring information
- Develop and maintain good links and working relationships with professionals in other agencies, to work to ensure that the views of children and young people remain central to decision-making processes
- To support children, young people and/or their parent/carers to participate in planning, delivery and strategic development of the SENDIAS service
- To prepare and present information and resources about SEND in relevant formats for children and young people
- To contribute to the delivery of workshops to support information delivery to parents, children and young people
- To maintain up-to-date knowledge of relevant legislation and procedures
- To develop ways to contact 'hard to reach' groups of children and young people and ensure they are aware of the service and feel confident to access it as needed
- To contribute to the creation of newsletters and publicity materials, ensuring that the information is accessible for young people
- To support the SENDIASS Manager in ensuring that information about the service is included in local authority publications and online, and is made available to children & young people with SEND and their parents/carers
- To work closely with the SENDIAS Manager to develop links with school SENCOs and post-16 education providers, to promote effective partnership
- To work with relevant staff and other professionals to build greater participation of children young people and their parent/carers in the decision-making structures of statutory services in relation to SEND.

Other responsibilities:

As a member of the Markfield staff team you will be required to:

- Plan for and participate in regular supervision to review your work, development and training needs
- Attend and participate in team meetings and planning days
- Represent the organisation and disabled people's needs at local planning forums.
- Implement Markfield's policies and procedures in all areas of your work
- Carry out your own administration, using email and Microsoft Word, and inputting information on the computer database
- Carry out any other appropriate tasks as reasonably required by the SENDIASS Manager
- Contribute actively to your own professional development, identifying and attending relevant training as agreed by the SENDIASS Manager.

Markfield Advice Worker Person Specification

Essential Criteria:

You will need:

- Knowledge and understanding of the needs of families with disabled children
- Experience of working with disabled people and/or their families
- Ability to support children, young people and their parents/carers to understand and access available services and resources
- Knowledge of the legislative framework and procedures for assessing children with Special Educational Needs, and of the various types of provision to meet their needs
- Experience of working within child safeguarding procedures
- An ability to communicate effectively with a wide range of people, on the telephone, by email and in person, with good listening and negotiation skills
- Ability to build professional relationships and liaise effectively with a range of other local professionals and organisations
- An ability to manage a complex workload and work on your own initiative and to meet deadlines
- Resilience to be able to support families facing stressful, challenging situations
- An ability to carry out a range of computer and paper based administrative and research tasks, using email, word, excel and database packages. The role involves the use of a computer for up to 80% of the time to record work
- Willingness to complete IPSEA SEND online legal training modules levels 1 to 3
- Ability to deliver facilitate groups and deliver planned training workshops to service users face to face and online
- Ability to establish positive trusting relationships with children and young people, and be able to maintain appropriate professional boundaries
- An understanding of and commitment to equality of opportunity and valuing diversity
- A commitment to the values of rights, independence, choice and inclusion for disabled people and their families.
- Availability and willingness to work one weekday evening (until 7pm) to staff a helpline and occasional evening meetings, and work on Saturdays once a month 12 to 3pm.

Desirable Criteria:

- Experience of delivering advice and information, including SEND Information, Advice & Support Service

- Ability to speak one or more community languages commonly used within Haringey's population eg. Turkish, Somali, Twi, Polish, Bengali, Albanian, Spanish
- Ability to communicate using non-verbal communication systems eg. BSL, Makaton; PECS
- Completion of IPSEA SEND online legal modules
- Experience of facilitating groups
- Understanding of the work of SENDIAS services
- Knowledge of health and/or social care sector