

Northumberland County Council

JOB DESCRIPTION

Post Title: Information Advice and Support Service Manager		Director/Service/Sector: Children, Young People & Education		Office Use	
Band: 8		Workplace: County Hall		JE ref: HRMS ref: 1465	
Responsible to: Senior Manager, Education Development & Collaborative Projects Wellbeing; Skills, Enterprise & Lifelong Learning		Date:		Manager Level:	
Job Purpose: To manage and develop the Northumberland Information, Advice and Support Service in line with the County Council's SEN Policy, the DfE SEN Code of Practice and the IASS Network Minimum Standards to ensure that free impartial, confidential and accurate information, advice and support about education, health and social care is available to children and young people and their parents on matters relating to special educational needs and disability. The provision of information, advice and support should help to promote independence and self-advocacy for children, young people and parents.					
Resources					
Staff	IASS Officer				
Finance	Management of IAS Service budget (circa £90K)				
Physical					
Clients	Children and young people with SEND (0-25 years) and their parents				
Duties and key result areas:					
To ensure:					
<ol style="list-style-type: none"> 1. The provision of a range of flexible services on the full range of education, health and social care as defined in the SEND Code of Practice to the following service users – a) children b) young people c) parents, including face to face, a telephone helpline, email, website and social media. 2. That practical support is offered to service users to help them in their discussions with early education settings, schools (mainstream and special), further education settings, Local Authorities (LAs), Health and other statutory agencies. 3. That service users are provided with accurate, impartial information on SEND procedures, their rights, roles and responsibilities within the SEND process, and the range of options available for the child/young person's education, including their legal rights within the process. 4. That service users are informed about other statutory and non-statutory agencies and voluntary organisations that can offer information and advice about the child/young person's SEND. 5. That service users have access to informal mediation with schools and the LA and to disagreement resolution services. 6. That service users have advice and support during the SEN Tribunal process, when required. 7. A culture where the views and wishes of the child/young person are taken into consideration. 8. That information about the Information, Advice and Support Service and other available services is publicised widely. 9. The interpretation of information published by schools, LAs and other bodies interested in SEND. 10. That information is available in community languages where necessary, and in an accessible format for harder-to-reach families who may not be able to gain access to information through conventional means 11. That advice on SEND procedures is made available to service users through information, support and training. 12. That information on support and training opportunities to service users and across early years settings, schools and the LA, is shared where appropriate. 					

13. That links are established and maintained with both voluntary and statutory organisations, including Education, Health, Social Services, Early Years providers, etc.
14. That service users' views are considered and inform and influence the development of local SEND policy and practice.
15. That the effectiveness of the service is regularly reviewed, including business planning and evaluation.
16. That the service's budget (of circa £90K) is appropriately managed.
17. That collaboration is in place with other services, to achieve the delivery of long term, sustainable and cost-effective outcomes.
18. That the information provided by the service is kept up to date, in line with any changes in policies and legislation.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly home based but some travel required. Flexible working from office, as required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors.

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PERSON SPECIFICATION

Post Title: Information Advice and Support Service Manager	Director/Service/Sector: Children, Young People & Education	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> • Appropriate professional qualification in Education, Social Services or Health Service (e.g. teaching qualification or qualification in social or education welfare related work, speech and language therapy or education/clinical psychology) • Knowledge of relevant legislation 	<ul style="list-style-type: none"> • Degree in a relevant subject area. 	
Experience		
<ul style="list-style-type: none"> • Experience of working within the current SEND framework • Experience of working with children and young people with SEND and their parents • Experience in developing and implementing a training strategy for team members and service users 	<ul style="list-style-type: none"> • Management experience • Experience of producing information for a wide range of audiences • Experience of working with Local Government/voluntary organisations 	
Skills and competencies		
<ul style="list-style-type: none"> • Ability to manage and supervise people, • Ability to manage a budget/financial management • Ability to manage time effectively • Ability to show initiative and to work both independently and as a member of a team • Ability to self-motivate as a lone worker 	<ul style="list-style-type: none"> • Knowledge of a wide range of SEND issues • Understanding of the way in which schools and LAs operate • Awareness of Equal Opportunities legislation 	

<ul style="list-style-type: none"> • Excellent written, verbal, listening, communication, and inter-personal skills • Ability to network and conciliate between different parties • Ability to manage and prioritise the volume and diversity of caseload 		
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> • Ability to work with families under stress, which may include home visits • Physically capable of discharging the full duties of the post. 		
Motivation		
<ul style="list-style-type: none"> • Ability to work independently and effectively prioritise caseload. 		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits