

JOB DESCRIPTION

Job Title:	Information, Advice and Support Service (IASS) Officer		
Directorate:	People	Salary:	£36,363 - £40,777 FTE plus £729 London Weighting (pro rata for 18.5 hrs p/w £18,182 to £20,389 plus £365 LWA)
Section:	IASS	Grade:	BG-G SCP 25 - 30
Location:	Time Square	Work Style:	Hybrid

Key Objectives of the role

To provide confidential and impartial information, advice and support relating to special educational needs and disability to Bracknell Forest children, young people and / or their parents to meet the requirements of the Children and Families Act 2014 and the SEND code of practice 2015.

You will provide individual support to children and young people with SEN and/or disabilities and their families. You will provide information about the legal framework, impartial advice relating to individual situations and support to express views either in writing or at meetings. You will provide information, advice and support before, during and following a SEND Tribunal appeal in a range of different ways, dependent on the needs of the parent or young person. This could include occasional representation during the hearing if the parent or young person is unable to do so.

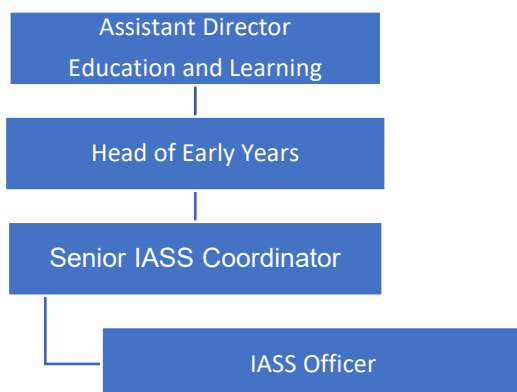
You will require detailed knowledge of relevant legislation contained in the Children and Families Act 2014 and the SEND Code of Practice. You will need to either already have or be willing to undergo all online IPSEA legal training levels within 12 months of joining the service.

Information and advice will normally be provided over the phone or via email or online meetings. The role may include occasional face-to-face meetings to provide information and advice.

On occasions, you may provide impartial support to individuals at online or face-to-face meetings with the local authority or school or other parties.

Designation of post and position within departmental structure

The post holder will report to the Senior IASS Co-ordinator, within the People Directorate at Bracknell Forest Council. Departmental structure is as follows:



Daily and monthly responsibilities

- Daily, provide over the phone and email (and very occasional face-to-face) impartial information, advice and support to children and young people with special educational needs/disability (SEND) and their parents and carers. The information/advice will cover a range of topics including SEN support in mainstream school; Education, Health and Care (EHC) plans and processes; appealing an EHC plan or local authority decision; exclusion / suspension from school and home to school transport.
- Support service users by signposting them to different local and regional services, including the SEND Local Offer.
- Ongoing work with some individuals, empowering them with relevant information to help them to make informed decisions.
- Ongoing work will be required for young people / parents wishing to register an appeal with the SEND Tribunal. Work could include information and advice throughout the appeal process and occasional impartial support to express views at a SEND Tribunal hearing
- Complete all online IPSEA legal training levels as soon as possible and within 12 months of joining the service and other training as required.
- Work within IASS national minimum standards and ensure that the impartiality and confidentiality policies are adhered to at all times.
- Keep clear case notes and where permission is granted by the service user, keep a record in IASS's confidential database, CrossData.
- Liaise and work with other professionals as required and strictly with the individual's permission.

- From time to time attend workshops, events, community and charity based groups, to raise awareness of the IAS service.
- From time to time, develop resources to enhance the IAS service.

Scope of role

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	A good level of education to include GCSE Maths and English / Level 3 NVQ. A sound knowledge and understanding of government legislation, including the Children and Families Act 2014, the SEND Code of Practice, the 2010 Equalities Act and wider inclusion issues. Commitment to completing IPSEA SEND Law training levels 1-3 if not already completed.	IPSEA SEND law Training levels 1-3
Competence Summary (Knowledge, abilities, skills, experience)	Strong IT skills, particularly with databases, websites, on-line training etc. Excellent writing skills. Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.	Experience of working in an information, advice and guidance role. Experience of working with children or young people with SEN and/or disability and / or their parents / carers. Experience of working in a school, early years setting or college, or related work.
Work-related Personal Requirements	Good listening skills. An ability to provide information, advice and support impartially. An ability to communicate relevant legislation clearly to individuals, some of whom may have special educational needs. Ability to build a rapport with individuals. Excellent interpersonal, planning and organisational skills. An ability to work on own initiative and to get on with tasks in the	The post holder should hold a full UK driving licence (or valid equivalent) for attendance at occasional meetings or home visits. Non-UK licences should be converted to UK licences in the first six months of employment.

	absence of the line manager and other team members. An ability to work with confidence in a variety of settings with practitioners from a wide range of backgrounds.
Other Work Requirements	A satisfactory enhanced Disclosure and Barring Service check. This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies This post is exempt from the Rehabilitation of Offenders Act 1974
Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

