



Highshore School

Job Description- SEND Family Adviser

Job Title	SEND Family Adviser Maternity Cover
Grade and range	GRADE 8 SP: 20
Reports to	Headteacher

School Name	Highshore School
Hours	36 p/w
Working pattern	Full time
Supervises	Support Staff / Therapy team

Purpose and context	<ul style="list-style-type: none"> • Provide the correct information to young people and their families around educational, family, social and safeguarding matters • Be responsible for and manage and liaise with external professionals working for children & young people with additional needs • Triage and answer queries in a timely manner and support families with matters such as housing, benefits, respite etc. as needed • Supervise a small team supporting the same services • Support the capacity of the service to help increase the reach to families with SEND in the local community • Be a Deputy DSL and competently and effectively deal with safeguarding concerns
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Principle Accountabilities

Provide information and advice through appointments by phone, video call or in person, most commonly in relation to these topics:

- Guidance on what support should be providing under SEN Support;
- Support at online meetings with professionals;
- Advise people on how to prepare for Annual Reviews;
- Ensuring people understand their rights when requesting service involvement
- Advising on home to school transport;
- Supporting families who are requesting amendments to EHCPs;
- Helping with preparation for adulthood
- Providing regular webinar training and associated training materials on key topics to staff and parents
- Develop and deliver a CPD offer for parents and the community
- Organise parents support groups and events
- Disseminate and analyse surveys
- Support the Headteacher and the SLT as required
- Working closely with staff to collect feedback and support with parent relationship and communication
- Manage and oversee communication with parents
- Manage the safeguarding bulletin, newsletters and related paperwork

Some cases require support beyond the initial call, which can include reviewing relevant paperwork and supporting parents/guardians at online meetings and sending formal correspondence on their behalf.

Transport:

- To support parents/carers in completing transport applications and appeals
- Process requests for transport, ensuring effective liaison with service providers, LA, parents and clubs
- To liaise with LA providers of pupil transport
- To support parents in bus pass and Freedom Pass requests
- Producing up to date bus lists for the admin team and wider school

Housing:

- To provide knowledgeable advice to parents re the banding and bidding system in Southwark
- To advise parents re housing appeals
- To keep up to date on all issues regarding housing legislation, liaising with appropriate bodies

Safeguarding:

- To work with and be part of the schools safeguarding team
- To work with outside agencies on safeguarding and child protection matters
- To deputise on the DSL's absence
- To take a strategic lead in pupil attendance as the Attendance Officer - Liaising with SLT re pupil contacting parents by phone, letter and face to face
- To manage identified staff linked to safeguarding and child protection matters
- Complete safeguarding staff debriefs

Service delivery:

- Provide impartial, accurate and timely advice and support to families seeking advice
- Refer to external services as appropriate;
- Manage a caseload working to deadlines and maintaining a high-quality service;
- Oversee a small team delivering support to pupils and ensure their work is quality checked

Administration:

- Manage your appointments so families are able to book time slots with you in person or online
- Ensure all communications and paperwork are securely stored on our IT system to ensure we have a trail of advice given;
- Ensure any work agreed is carried out, QA checked, sent to the parent/guardian as required and any follow up work is completed to the agreed deadline
- Record appointments in a shared calendar;
- Attend weekly session to provide support to families face to face
- Attend weekly safeguarding meetings
- Attend weekly 1:1 meeting with the Headteacher
- Be aware of any safeguarding or welfare issues that may arise and refer on as appropriate, both within the school and externally

This list is not exhaustive and may include other tasks which may arise from time to time which fall within the remit of this role



Highshore School

General Statements

- Required to carry out all reasonable duties and responsibilities of the post in accordance with the Councils' policies and procedures and standing orders.
- Enactment of Health and Safety requirements and initiatives as appropriate
- All employees are required to declare any conflict of interest that may arise before or during their employment.
- Any outside activities, either paid or unpaid, must not in the view of the School conflict with or react detrimentally to the Authority's interest, or in any way weaken public confidence in the conduct of the School's business.
- Undergo and meet school conditions for a satisfactory enhanced DBS check.
- Must comply with all equality legislation, policies and procedures; actively promote ways of eradicating and challenging racism, prejudice and discrimination through the School's policies and procedures.
- To have due regard for safeguarding and promoting the welfare of children and young people, and to follow the child protection procedures adopted by the Southwark Safeguarding Children Board.
- Ensuring work is in line with the School's Green Commitment Policy goals.
- Being aware of responsibilities under the Data Protection act for the security, accuracy and relevance of information held and maintained.
- Treating all information acquired through your employment, both formally and informally, in strict confidence
- To demonstrate a commitment to good customer care.
- Any other duties of an appropriate level and nature will also be required.

To contribute as an effective and collaborative member of the School Team

- Participating in training to be able to demonstrate competence.
- Participating in training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Contributing in meetings and being a supportive member of the school team.

SEND Family Adviser – Person Specification

Requirement	Essential	Desirable
A qualification at level 3 or above	X	
GCSE English & Maths grade C or above	X	
Ability to produce reports, letters and presentation to a high standard	X	
Able to speak another language (e.g. Yoruba, Pasha)		X
A background in at least one of the following areas: Advice work, SEN case work, Social Services, Housing, Welfare	X	
Able to manage own workload and prioritise	X	
Able to represent the school at a range of events		X
Excellent communication skills with a diverse range of audiences	X	
High standards of confidentiality and integrity	X	
Excellent standard of ICT skills (including Word, Publisher, Excel, Outlook)	X	
Able to liaise with a wide range of professionals	X	
Flexible approach and calm manner	X	
Able to develop the role as the needs of parents/carers diversify		X
Commitment to and understanding of equal opportunities	X	
Knowledge of safeguarding issues within a vulnerable client group	X	
Ability to work on own initiative while keeping SLT informed	X	
Team worker, with the ability to contribute own ideas and compromise where appropriate	X	
Willing to undertake training and other CPD activities in order to develop specialist skills needed for the role	X	
Very good standards of punctuality and attendance	X	