

IAS Liaison Officer

Directorate:	Education and Children's Services		
Service:	Safeguarding, Inspection and Audit	Team:	Information, Advice & Support Team
Location:	Hybrid	Grade:	6
Reports to:	IAS Team Manager	Staff responsibility:	No

Job Description

Job Purpose

To provide free, impartial, confidential and accurate information, advice and support about education, health and social care to children, young people and their parents/carers on matters relating to special educational needs and/or disability (SEND). The SEND Information, Advice and Support Service (SENDIASS) is a confidential, dedicated and easily identifiable service.

Within Lancashire, prospective users include approximately 12,300 children and young people aged 0-25 with an Education, Health and Care Plan (EHCP), around 24,500 school-aged children receiving SEND Support in schools, and a significant number of pre-school children receiving additional support within early years settings. In addition, young people aged 16-25 in further education and college settings continue to access specialist support to meet their identified special educational needs and disabilities.

Information, Advice and Support (IAS) Liaison Officers are frontline staff delivering services to parents/carers, children and young people. Working closely with IAS Officers to provide information, advice and support, IAS Liaison Officers empower children, young people, parents and carers enabling them to make informed decisions about their experience of the SEND system and in relation to their future aspirations. Utilising their excellent communication skills they build effective relationships with a variety of stakeholders; empowering and informing individuals, diffusing conflict situations.

Scope of Work

IAS Liaison Officers are locality based, signpost users to other services and manage a caseload, mainly autonomously, but with support from SENDIASS Officers for more complex issues. Working as part of a team, they provide information, advice and support in a variety of ways including via the SEND IASS Helpline, website, email and in person through face-to-face meetings. Working with a multitude of stakeholders including professional organisations, parents, children and young people, they give advice and facilitate training to increase awareness of options, rights, SEND processes and available support.

IAS Liaison officers will be engaged in Family Hubs and other community venues to enable children and families to access support in their community.

Accountabilities/Responsibilities

1. Provide information, advice and support in a variety of ways including via the SEND IASS Helpline, website, email and in person through face-to-face meetings.

2. Autonomously manage a caseload of young people and parent carers requiring one to one or family group information, advice and support, prioritising effectively to deliver the team and statutory requirements. It is expected that SENDIASS Liaison Officers will work mainly at L1-2 (as defined by the IAS Services Network Levels of Intervention document). Work may sometimes involve elements of L3 interventions. Where this is the case, these elements will be overseen by a SENDIASS Officer.
3. Contribute to the quality monitoring, review and auditing of service delivery.
4. Represent the SENDIASS at meetings when appropriate.
5. Work confidently with families across Lancashire. This could include direct work with children and young people with SEND, providing appropriate, impartial and confidential information, advice and/or support. This could cover any aspect of education, health and care as set out in the SEND Code of Practice 2014.
6. Deal with a variety of issues rising in complexity from first concern through to issues relating to a school's or service's response to a need. Where a school or service's response to meeting needs should be challenged, the matter should be discussed with support of the SENDIASS Manager before action is taken,
7. Provide an advocacy service for individual children, young people and parents that empowers them to express their views and wishes and helps them to understand and exercise their rights in matters including school admission, exclusion, provision of transport, complaints, SEND processes and SEND appeals. (Assistance with preparation for attendance at appeals and support at the meeting are significant L3 interventions and should only be undertaken in close liaison with a SENDIASS Officer.)
8. Work proactively with parent and carer support groups, local SEN youth forums or disability groups and at training events to promote the availability of the service and its resources
9. Ensure that work is appropriately recorded and that individual and group needs are identified and responded to whilst paying due care and attention to data storage and protection regulations.
10. Use key working approaches to case management where appropriate.
11. Be fully conversant with the Local Offer in order to be able to signpost service users to the appropriate level of available support.
12. Feed back to the Senior Officer, SENDIASS Manager and locality SENDIASS Officer any casework that identifies an educational establishment or service provider that are a cause for concern regarding the delivery of the legal requirements to children and young people.
13. Support families through the Mediation and Disagreement resolution processes with the oversight of the locality SENDIASS Officer.
14. Take part in the annual review of the Service, looking at current practice and the development of sustainable ways of working.
15. Contribute to the development, delivery and facilitation of courses and resources for parents, carers, young people, children and professionals across Lancashire to increase awareness of options, rights and SEND processes. This may include occasional evening and weekend slots.
16. Participate in the rota for the SENDIASS Helpline, responding to queries appropriately.
17. Engage in mandatory learning and development, along with additional learning that will improve and develop the service
18. Ensure the child's voice is central to decision making

The above sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the post holder could be asked to carry out. PLEASE NOTE that this is for guidance only. Post holders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Person Specification

Qualifications

- Obtain L3 IPSEA legal training online and face to face within 12 months of appointment (Essential)
- Minimum of 2 A levels or equivalent (Essential).
- A degree level qualification in a relevant subject area (Desirable)
- Obtained or working towards Certificate in Education and Training (Desirable)
- Obtained or working towards Helpline Standards Award (Desirable)

Experience

- Experience of responding to enquiries via a telephone helpline and providing timely, accurate and impartial information, advice and support. (Essential)
- Reading analysed information and using it to inform work and suggest improvements to practice based on it. (Essential)
- Experience of receiving, recording, triaging and managing enquiries and referrals, ensuring appropriate signposting, support and action in line with service procedures and timescales. (Essential)
- Experience of managing a high volume of telephone, email and online enquiries whilst maintaining a high standard of customer service. (Essential)
- Managing sensitive and sometimes challenging conversations with children, young people, parents/carers and professionals. (Essential)
- Maintaining accurate records of contacts, enquiries, referrals and outcomes using case management systems. (Essential)
- Held a role providing impartial information, advice and support in complex situations. (Essential)
- Recording, storing and handling of confidential information in line with current guidelines. (Essential)
- Independent management and effective prioritisation of a complex workload. (Essential)
- Being part of a team whilst also being able to work independently (Essential)
- Working in a people focussed organisation (Essential)
- Development and/or maintenance of email networks. (Essential)
- Supporting improvement and developing reflective practice. (Essential)
- Facilitating training for children, young people and parent/ carers. (Desirable)
- Working in a school, early years setting or college, or related work with children and/or young people. (Desirable)

Knowledge, skills & abilities

- Demonstrable knowledge of the main SEND and related legislation and guidance, particularly the Children and Families Act 2014 Part 3, SEND Code of Practice 2014, the Equality Act 2010, Section 2 of the Chronically Sick and Disabled Person's Act 1970, the Mental Capacity Act 2005, Working Together to Safeguard Children 2013. (Essential)
- Knowledge of the Health and Social Care Act 2012, the Care Act 2014, section 3 of the NHS Act 2006, the NHS Mandate 2014, the Children Act 1989, the School Admissions Appeal Code, the LCC School Transport Policies, the Lancashire criteria for an Education, Health and Care Needs Assessment. (Desirable)

- SENDIASS delivery and IAS minimum standards. (Essential)
- An understanding of the current main issues and the current statutory position on them relating to children and young people with special educational needs and disabilities. (Essential)
- Sound understanding of the principles of safeguarding and a commitment to upholding them. (Essential)
- Excellent communication (including in writing), networking, interpersonal, planning, organisational skills and relationship building skills (Essential)
- Excellent attention to detail. (Essential)
- Ability to diffuse conflict situations. (Essential)
- Dealing with people in heightened emotional states such as anger, depression, bereavement and crisis states. (Essential)
- Ability to work under pressure and handle changing priorities. (Essential)
- Strong IT skills, particularly with databases and experience of websites, social media and on-line training and electronic communications including the use of Microsoft Office in particular Word, Excel and Outlook email. (Essential)
- Ability to manage and prioritise own workload. (Essential)
- Ability and willingness to undertake out of hours working with notice. (Essential)
- Person centred approach to working with families. (Essential)
- Access to transport to cover countywide visits. (Essential)
- Ability to effectively facilitate meetings with parents/carers and key professionals. (Desirable)
- IASSN / council for disabled children training for example; preparing for adulthood, working with children and young people, one page profiles (Desirable)

Other essential requirements

- Commitment to equality and diversity
- Commitment to equal opportunities and anti-discriminatory practice
- Commitment to health and safety
- Display the LCC values and behaviours at all times and actively promote them in others