

## Application Pack

### Information Advice and Support Adviser – Young People West Berkshire SEND Information Advice and Support Service



## Welcome from Juno Hollyhock Chief Executive Officer

Thank you so much for taking the time to consider applying for the role of West Berkshire SENDIASS Advisor for Rose Road.

The Family Services Team, where this remote working role is located structurally, is an energetic team supporting families every day through face-to-face meetings, virtual meetings and our essential helplines. For some families, our staff are the first people they have been able to speak to who understand their fears and their concerns. For others we have been with them throughout what can be a very painful journey, sometimes leading to a Tribunal. We are with them every step of the way providing professional and compassionate support.

The Team are highly responsive and constantly produce new resources and solutions for our families, no challenge is too difficult for them – they are creative and responsive in their approach.

Working for Rose Road is incredibly rewarding. The challenges are high but knowing that you are supporting families in difficulty leads to an immense sense of achievement and satisfaction. You may be tired at the end of a day, but you can be assured that you have done a very worthwhile job.

As a team we are profoundly committed to our families, they are at the forefront of everything that we do across both the direct care and information sides of our work. Staff here are passionate about their work and contribute directly and openly to the design and development of our services.

Management have an 'open door' policy and our mantra is that managers serve the staff so that the staff can serve the families. Your welfare is important to us as it directly impacts the support that you can give to the families that you serve.

Remote working is both a challenge and an opportunity and we are here every step of the way to help you ensure that you have a positive and fulfilling work/life balance.

There are a range of ways in which we as an Association can help with your welfare both at work and with non-work issues if needed. We know and understand that non-work pressures can impact on our working lives. We are all human.

Please do read on to find out more about this role and decide whether or not you wish to apply. Do also have a read of our website and learn more about us, all of our services are inter-linked, and it is good to know what else we provide. If there is anything you are not sure about please do get in touch and have a chat with the recruiting manager. Thank you for reading this far – please read on.....



## What do we do at Rose Road?

The Rose Road Association is full of people working passionately to achieve our vision - a world where disability is not a barrier. We have been doing this since 1952 across Hampshire and surrounding areas, working with children and adults with complex and multiple disabilities and health needs and their families. We become a much-needed extended family for many people and we do it with fun and professionalism.

The Association provides a range of services for young disabled people aged 0 - 25, their parents, families, and carers.

- The Oaks and The Acorns is a residential respite facility registered with Ofsted and CQC, offering short-breaks and support for children and young adults in a safe and homely environment. We aim to make the service as flexible and responsive as possible linked to the needs of the young people. The length of each stay varies and can be for a day, overnight, a weekend or a week-long stay.
- Our fantastic Playschemes run throughout the year during the school holidays and Saturdays with a wide range of free flow play, structured activities, and trips. Here at the Rose Road Association, we believe every child matters and has the right to play in a safe and caring environment.
- The Outreach Service provides support and activities in the local community or in the home to children or young adults with severe learning difficulties, physical disabilities, and/or autism.
- #Destinations is a service that provides young adults that attend Rose Road all day with activities and sessions with purpose. We create a person-centred plan to help them to achieve their own personal goals and to inspire them. Each individual has 1:1 staffing to help them to work towards their targets. Being part of the outreach provision, this service is very community based. We use visits in our local community, planned activities and engaging sessions to help our young people to become more independent, and preparing them for the next steps in their lives.
- For college leavers that require a combination of education and community-based services we have The Hut @ Rose Road. This service is run in the building next door to the Bradbury Centre, and we see it as a steppingstone to #Destinations. This provision is for young adults aged 24-26. It supports young adults in a positive environment allowing

them to thrive in a safe space. The Huts @ Rose Road blends the feel of an education setting alongside giving our young adults access to the community and activities to prepare them for a more independent life and a positive future.

- The Family Services department provides a range of information, advice and support services for disabled children and young people, those with special educational needs (aged 0-25 years) and their families.

## Take a Tour of Rose Road





**Rose Road**  
Association

Making a positive difference to  
the lives of young disabled people



# Our Values



**Working Together**



**Person Centred**



**Trust and Respect**



**Pride and Passion**



**Quality and Standards**



**Fun and Celebration**



[www.roseroad.org.uk](http://www.roseroad.org.uk)



@Rose\_Road



/RoseRoadAssociation



@roseroad\_association



# Rose Road Association - Our Values

## Working Together

### Positive Behaviour that supports our values

- I communicate with all parties involved with the service
- I build and maintain relationships
- I actively listen
- I challenge
- I support colleagues
- I value others knowledge, experience, views & opinions
- I am flexible

### Unacceptable

- I treat others as a burden
- I ignore others
- I exclude others
- I am inflexible and inconsistent
- I harass or bully others
- I let others down

## Person Centred

### Positive Behaviour that supports our values

- I value the person before the disability
- I acknowledge that every person is different and has different needs
- I acknowledge that not one situation is the same
- I am solution focused
- I offer choice and opportunities
- I encourage independence
- I listen, hear and understand
- I challenge perception

### Unacceptable

- I fail to meet individual requirements
- I fail to put the child, young person or family first
- I am disloyal, work in competition
- I breach client confidentiality
- I breach safeguarding children/adult policies

## Trust and Respect

### Positive Behaviour that supports our values

- I trust my colleagues judgement
- I am open, honest and trustworthy
- I respect the individuality of all staff and families
- I value the trust the families place in us
- I share problems and solutions
- I deliver when I say I will

### Unacceptable

- I bully and intimidate
- I am judgemental
- I am manipulative and undermine others
- I make promises that cannot be kept
- I am dishonest

## Pride and Passion

### Positive Behaviour that supports our values

- I share my enthusiasm for the Association
- I am proud to work for Rose Road
- I take pride and passion in my everyday work
- I believe what I do contributes to Rose Roads reputation

### Unacceptable

- I resist change
- I avoid scrutiny of performance
- I don't turn up to sessions or cancel last minute
- I fail to improve my performance
- I fail to report any changes that could affect my ability to work
- I speak negatively of Rose Road to others

## Quality and Standards

### Positive Behaviour that supports our values

- I work to the best of my ability, striving to achieve high standards at all times
- I set realistic and achievable expectations
- I listen to feedback
- I am creative to improve standards and achieve goals
- I provide high quality communications and professionalism

### Unacceptable

- I say one thing and do another
- I conceal mistakes
- I fail to abide by H&S rules and procedures
- I fail to devote my whole time to rose road when working
- I am negligent causing unacceptable loss damage or injury

## Fun and Celebration

### Positive Behaviour that supports our values

- I recognise when my colleagues go the extra mile and nominate them for a staff reward
- I treat everyday as a fun day, I have fun!
- I take time to share good news and achievements
- I am committed to celebrating the little achievements as well as the big achievements
- I enjoy my work

### Unacceptable

- I put others success or achievements down
- I undermine others success or performance
- I take credit for others work
- I take part in activities which result in adverse publicity for the Association

## Job Description

**Hours:** 20 hours per week term time, 6 hours per week school holidays. Home based with travel required throughout West Berkshire area (must have use of own car).

**Salary:** £21,500 per annum pro rata.

**Responsible to:** SENDIASS Programme Manager

**Purpose:** The SEND Information Advice and Support Service provides an impartial, confidential and free service to children and young people with Special Educational Needs and Disabilities (SEND) and their parents, in West Berkshire.

This role will contribute to development and delivery of the service in accordance with the requirements of the Children's and Families Act 2014.

### **Main Tasks**

To provide impartial, confidential, and accessible information, advice and support to children and young people (0-25) with SEND and their parent carers, supporting and empowering them to make informed decisions and resolve disagreements about any aspect of their special educational need or disability including education, health and care. This post will have a particular focus on ages 14 to 25.

To answer queries from children and young people in an engaging, age-appropriate way, to enable and empower them become more confident with the information and knowledge they have gained.

Use initiative, creativity, and resourcefulness to resolve complex issues and achieve positive outcomes involving multiple stakeholders with competing priorities.

Keep up to date with and understand the relevant legislation and guidance related to SEND including (but not limited to) Children and Families Act 2014, Special Educational Needs Code of Practice 2014, Information, Advice and Support Network Quality Standards, Care Act 2015.

Interpret legislation to inform parent carers and young people of their legal rights and responsibilities in relation to SEND.

Be clear about the transfer of some rights and responsibilities to young people and work sensitively with parent carers to help them understand their role.

Work in partnership with parent carers and young people to enable them to participate fully in decisions about the outcomes they wish for to achieve.

Develop and maintain high quality relationships with key staff in a variety of health, education, social care and voluntary sector organisations and agencies as appropriate.

To attend, and participate positively in regular team meetings, offering solution focussed input to discussions.

Within the West Berkshire Information, Advice and Support team, ensure cover is provided to maintain a high level of service to families, within agreed service level agreements.

Mediate and facilitate dispute resolution between parents, young people, and other parties to resolve misunderstandings and reduce complaints and escalation to external arbitration services.

Support parent carers and young people at meetings regarding their or their child's SEND when needed to ensure that their views and needs are represented and taken into consideration.

To work under own initiative in a proactive way, with minimal supervision.

Actively promote the SENDIASS service in all interactions with families and professionals.

Establish links to professionals working with harder to reach parent carers and young people to ensure they can access the service when needed.

To maintain accurate records and provide Contract Monitoring Information within agreed deadlines.

To carry out any other duties that are within the scope, spirit and purpose of the position as required.



## Person Specification – What we need from you?

This section outlines the things we need from a Support Worker. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Requirement	
Essential Criteria	Desirable Criteria
Full driving license and use of car (essential to the role)	

Education and training	
Essential Criteria	Desirable Criteria
English GCSE level C or equivalent	

Achievements, experience, skills & abilities	
Essential Criteria	Desirable Criteria
Experience of working with a broad range of people – including families, parents, children, young people and professionals	Experience of working with disabled children and young people (and/or those with SEN) and their parents in a paid, social or voluntary capacity
Experience of partnership working and building excellent working relationships with a wide range of other professionals	Group work facilitation experience
Knowledge and understanding of the issues around keeping children and vulnerable adults safe.	Local knowledge of a range of services in the community that support families with disabled children
Excellent communication and interpersonal skills	Knowledge of building resilience
Negotiating skills and ability to be objective	Knowledge/understanding of the Children and Families Act 2014, The Care Act and the SEND Code of Practice
Be committed to providing holistic information, advice and support to families	Knowledge and/or experience of Person-centred Planning
Ability to maintain accurate records and to write clear concise reports within confidentiality guidelines within set time limits	Experience of handling challenging situations or conflict involving children, young people families and staff
Ability to work under pressure, prioritise and organise work and adapt to changing priorities	Fluency in a second language

Able to think creatively, to problem solve and consider ways of empowering parents/carers	Knowledge of services available to disabled young people transitioning to adulthood
Ability to work well as a team member	Living in or near West Berkshire
Confidence with Microsoft Office, Internet and email	
To use own initiative and motivation and to work effectively in an external environment with minimal supervision	

### Values and Behaviours

The 'I' statements describe the values and essential behaviours that we believe in at Rose Road and they apply to all staff, volunteers, trustees and the people who use our services

#### Our Values

- Working Together
- Trust and Respect
- Person Centred
- Pride and Passion
- Quality and Standards
- Fun and Celebration

#### Our behaviours

**I will actively Listen**, to whatever is communicated to me: by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice. I will try to the best of my ability to understand and respond in a timely and respectful way.

**I will respect others**, I respect and treat others, as I would wish to be respected and treated myself. I will be honest, open and trustworthy

**I will involve others**, I involve individuals in coming to decisions that affect them, I offer choice and opportunities and encourage independence.

**I will take pride in my everyday work**, I participate and contribute to the best of my ability and share my experience willingly and freely

**I will work to the best of my ability**, I listen to feedback and strive to achieve high standards in my practice

**I will find things to celebrate**, I recognise that all achievements, no matter how small they might be are cause for celebration.

## Employee Benefits

The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal.

Normal Association conditions of service apply:

- 25 days leave per annum (plus bank holidays), rising to 28 days after five years continuous service.
- Contributory pension scheme
- Paid sickness (following 3 months service)
- Training and Development
- Extra Value scheme offering savings and discounts on travel, fashion, food & drink, insurance, entertainment, and technology.

We also offer access to an Employee Assistance Programme which offers all staff access to a 24-hour confidential helpline which can support you with any of life's issues or problem, including counselling, advice, legal information and much more.



## How Do I Apply?

To apply, visit <https://jobs.roseroad.org.uk/>. You will be asked to register your details with Staff-finda and to upload your current CV to the recruitment portal. You will also be able to specify how you meet the person specification criteria, as outlined in the job description in this pack. The contents of this will form the basis of the shortlisting process and is your chance to let us know why you would be the person for the role.

Alternatively, please contact the Human Resources team on [humanresources@roseroad.org.uk](mailto:humanresources@roseroad.org.uk) or call 023 8072 1234 and we can support you with your application.

**Closing date for all applications is:** Sunday 7<sup>th</sup> November 2021

We are committed to the equality of opportunity in both the provision of our services and the employment of staff to provide these services and we welcome applications from all.

This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service. It is a criminal offence for people who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that particular group (i.e. adults at risk, children or both).

