



## **JOB DESCRIPTION**

### **Information Advice and Support Adviser West Berkshire SEND Information Advice and Support Service**

- General:** The Rose Road Association is a Registered charity whose aims are to enhance the lives of disabled children, adults, and their families by providing a wide range of essential, information and support services across West Berkshire and the surrounding areas. The post holder will be expected to operate in line with our workplace values which are: Working Together, Person Centred, Trust and Respect, Pride and Passion, Quality and Standards, Fun and Celebration.
- Responsible to:** Family Services Manager
- Hours:** 8 hours term time only
- Hybrid working - flexible home working and office working.  
Attendance at meetings within West Berkshire (must have own car).
- Salary:** £23,000 pro rata, per annum
- Conditions & 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 annual leave per annum, rising to 28 days after five years continuous service.
  - Contributory pension scheme
  - Paid sickness (following 3 months service)
  - Training and Development
  - Employee Assistance Programme
- Closing Date:** Monday 15<sup>th</sup> April 2024
- Interview Date:** TBC
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service

**Qualifications:** It is a requirement of this role to complete and pass statutory legal training for IASS services as part of the probationary period.

**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 parents/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.

To work within the service offer and maintain professional boundaries in order to meet the overall demand on the service.

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

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

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.

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

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

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?

### Information Advice and Support Adviser

This section outlines the things we need from an Information Advice and Support Adviser. 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.

Education and training	
Essential Criteria	Desirable Criteria
Full driving license and use of car (essential to the role)	
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 & Behaviours	
Value	Behaviour Level
We are Trustworthy	1
We are Kind	1
We are Open & Honest	2
We are Forward Thinking	1
We are Professional	2

### Our Values – Why they are so important

We are dedicated to making a positive impact for disabled people and their families in the communities we serve. Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

Values Framework Summary
<p><b><u>Our Values:</u></b></p> <p>Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice.</p> <p><b>We are Trustworthy</b></p> <p>We build trust with the children, young people and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.</p> <p><b>We are Kind</b></p> <p>We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.</p> <p><b>We are Open &amp; Honest</b></p> <p>We foster an honest and open-minded culture and are transparent in both our decision making and communication.</p> <p><b>We are Forward Thinking</b></p>

We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services— encouraging everyone to be ambitious and to achieve their goals.

**We are Professional**

Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.

The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

**Behaviours:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice.

The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Role profiles include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment.

Full details of the behaviours can be found in the 'Values Framework' document contained within the recruitment pack.