

## Cornwall Sendiass - JOB DESCRIPTION

**POST TITLE: Enquiry and Referral Officer volunteer**

**RESPONSIBLE TO: SENDIASS manager**

**REPORTING TO THIS POST: None**

### **Glossary:**

**SEND – Special Educational Need and Disability**

**SENDIASS – SEND Information, Advice and Support Service**

### **1. PURPOSE OF JOB**

Under the direction of the Operational Lead, to provide a high quality first point of contact to members of the public and others contacting the impartial and confidential SENDIASS Service. To provide information, make an initial judgement about the appropriateness and urgency of any requests for service and signpost to other services as appropriate.

To collect feedback from clients and collate figures from that information.

### **Service Delivery**

Act as a helpful, clear and efficient first and central point of contact for the service both by telephone, email, text and in person. To assess their information needs and provide up-to-date information on services which meet those needs. The assessment of information will require some initial decision making in relation to whether there is an urgency or relevance to the request for service that will require additional scrutiny by the Operational Lead.

The post will require a high level of communication skills as the post holder will be dealing with enquirers who may be distressed, frustrated and/or anxious. The decision-making element of the role will also require the post holder to use a high level of initiative and personal skills to obtain any additional/contextual information to make the initial assessment whether the request for service requires immediate, short term or long-term support (or not).

### **2. PRINCIPAL ACCOUNTABILITIES**

A good understanding of SEND processes and policies, familiarity with the law and guidance, knowledge of the SENDIASS Minimum Standards and local resources supporting families of children and young people with SEND, including the Local Offer

- To be respectful and responsive to enquiries and to take accurate messages and to assist those who may have difficulties in communicating utilising a range of strategies to engage and support them.
- To respond to information requests by the public (children, young people and adults), colleagues, professionals and partners according to the service customer care Minimum Standards of Delivery, in a confidential, impartial and timely way.
- To make an initial judgement on the appropriateness and urgency of any request for service against the Minimum Standards of Delivery for SENDIASS using the

information given. Where the service will support to explain to child, young person, parent or carer the support to be provided and the expected timescales

- To populate, use and maintain shared information systems (database) Record all contacts accurately on the database annotate appropriately for case allocation.
- Where a request for service clearly does not meet the appropriate threshold for support, to explain this to the enquirer and, where possible, provide information about other organisations and services that may be of help. This will include managing children's, young people's and parent/carer's expectations
- To ensure confidential, impartial, effective and accessible communication with all service users and the general public and others as appropriate.
- To maintain accurate and complete service user records, associated paperwork within a secure environment and in accordance with confidentiality, impartiality and the Data Protection Act.
- To record accurately all basic details and information required on the service user database and other strategic documentation
- To undertake a programme of feedback and evaluation with children, young people, parents and carers and professionals who have used the service. To contact service users via a range of access channels and systematically record and report on trends and findings for strategic reporting
- To provide team support, which may include the production of resources including promotional material, training material and general information resources for the public (parents/carers, children and young people with SEND) and professionals
- To operate as part of a team to be responsive to operational pressures and to provide cover for other members of administrative staff across the service.
- Safeguard own health and safety and that of other staff and members of the public.

## **Management**

Day to day supervision and formal supervision on a regular basis will be given by the SENDIASS manager.

Monthly staff meetings to discuss operational initiatives, case load, service development etc

## **Working in a team**

Regular contact with colleagues within the service and working closely with all aspects of delivery. Contact with other council departments and externally with partner organisations and outside agencies, service users (children, young people and parents and carers) and other members of the public

## **Service Development**

With the Manager, participate in the formulation of detailed team objectives and policies.

To assist in ensuring the team's services are responsive to community needs and that equal opportunity and health and safety issues are identified and addressed effectively.

To assist in ensuring effective working relationships between internal and external services and organisations.

### **Other**

There is a requirement for the post holder to undertake Level 1 Legal Training (IPSEA) which comprises e-study of up to 30 hours and face to face training for one day

The post holder will be expected to maintain confidentiality and impartiality at all times and may from time-to-time experience contact with families that could be upsetting and challenging

### **3. PHYSICAL EFFORT AND WORKING ENVIRONMENT**

You will be working remotely from home with occasional face to face meetings with the team.

### **4. GENERAL**

Undertake such other duties and responsibilities as are specified by the Head of Service and are commensurate with the level of the post.

This job description is not a complete list of duties, but gives a general indication of the range of work undertaken. It will vary over time as demands and priorities change. The team structures within the **service** operate with a high degree of collaboration and flexibility, individual service portfolios may therefore change over time and post holders are expected to undertake any other duties commensurate with the general level of responsibility of the post.

<b>6. PERSON SPECIFICATION</b>			
<b>POST TITLE</b>	<b>Enquiry and Referral Officer</b>		
<b>QUALIFICATIONS:</b>	<b>Essential</b>	<b>Desirable</b>	
Education at level 3 to include English at level 2	X		
Higher level qualification in Education, Health or Social Care		X	
Higher level qualification in IT and computing		X	
Experience of direct work with children and young people, especially those with additional needs		X	
Level 1 SEND Legal Training (IPSEA)		X	
<b>PERSONAL QUALITIES</b>			
Strong team player who with a collaborative work style	X		
Ability to deal calmly with service users who may be distressed, emotional, frustrated or angry	X		
Ability to cope with conflicting demands and deadlines	X		
Ability to assimilate new information quickly	X		
<b>KNOWLEDGE &amp; EXPERIENCE</b>			
A good understanding of SEND policies and processes and familiarity of SEND law and guidance	X		
Knowledge of the role of SENDIASS and the Minimum Standards for delivery	X		
A good understanding of the local resources that support families, children and young people and the Local Offer	X		
Awareness of the issues that children and young people with SEND may experience		X	
Knowledge of a range of providers – Early Years, Schools, Colleges, Alternative Provision, Health Services, Social Care, Adult Transition Services and Therapy Services		X	
Evidence of excellent communication, interpersonal and organisational skills	X		
Experience of working with the public in an information, or customer service, role delivering to defined Customer Care standards	X		
Experience of dealing with members of the public who may be distressed, finding effective strategies to engage when conversations are challenging and managing enquirer's expectations	X		
Experience of using an electronic client record system and of researching, populating, posting and monitoring social media accounts	X		
Experience of working with in a confidential service and understanding of the impact of impartiality	X		
Experience of working directly with families, children and young people		X	

<b>SKILLS &amp; ABILITIES</b>		
Able to communicate effectively by phone, in writing, by text, email, social media and face to face with a wide range of service users including children and young people with SEND and professionals. Able to adapt communication appropriately to meet their needs.	X	
Able to operate efficiently under pressure; to make decisions about support needs and have the confidence to seek advice when necessary	X	
Ability to use IT including Customer Record Systems, databases, Social Media accounts, word, outlook and a range of research strategies	X	
Able to demonstrate a high level of confidentiality and understand the requirements of impartiality, data protection principles and consent	X	
Ability to operate following principles of equality and a commitment to working in a non-discriminatory way. To be able to deliver the service with empathy	X	
Able to format documents, prepare promotional and marketing resources and collate data to inform strategic reports and planning	X	