

## Job Description – SENDIASS Caseworker

<b>Reporting to:</b>	SENDIASS Service Manager
<b>Responsible for:</b>	None
<b>Salary:</b>	<b>£28,798 (Pro rata £17,662) per annum</b>
<b>Hours of work:</b>	23 hours per week, daily hours to be agreed with an expectation to work on Fridays

## Job summary

As a SENDIASS Caseworker, you will provide impartial, confidential, and accessible information, advice, and support to parents, carers, and young people aged 0–25 with Special Educational Needs and/or Disabilities (SEND). You will empower families to understand their rights and responsibilities, participate in decision-making, and resolve concerns across education, health, and social care settings.

You will work in partnership with families, educational settings, local authority teams, and voluntary organisations to promote inclusive practices, self-advocacy, and better outcomes for children and young people with SEND.

You will ensure that families and young people have access to timely, impartial information and are supported to actively engage in decisions about their education, health and social care. The role includes casework, outreach, and participation in partnership work that promotes inclusive practices, self-advocacy, and co-production.

## Key responsibilities

### 1. Direct Support and Casework

- Provide high-quality, impartial SEND casework and advice through the SENDIASS advice line (via phone and email), face-to-face appointments, and community-based sessions.
- Support parents, carers, and young people to understand their legal rights, responsibilities, and available support, in line with the SEND Code of Practice and relevant legislation.
- Assist families with understanding and navigating Education, Health and Care (EHC) needs assessments, plans, reviews, and tribunals where necessary. Support families to

self-advocate in school meetings, ensuring they have all the information they need to support their child.

- Support young people in developing self-advocacy skills and participating meaningfully in decisions about their lives.

## **2. Information, Advice & Signposting**

- Offer guidance on a wide range of topics, including local SEND policy, the Local Offer, personal budgets, transitions, and available services.
- Stay current with national and local developments in SEND law, practice, and provision.
- Signpost to additional or alternative sources of support where appropriate, including local forums and national organisations.

## **3. Outreach, Groups & Engagement**

- Deliver and facilitate group workshops, coffee mornings, and engagement events for families across the borough, including within Family Hubs and community venues.
- Promote the service across schools, early years settings, colleges, health and social care providers, and voluntary groups.
- Build strong relationships with other services to ensure a joined-up and collaborative approach to support.

## **4. Record Keeping & Monitoring**

- Maintain accurate, confidential, and up-to-date case records in line with GDPR and the service's quality assurance standards using a CRM system.
- Contribute to service monitoring, evaluation, and reporting, including outcomes for children and families and feedback for the Service Monitoring Group.
- Adhere to internal and external protocols for safeguarding, data protection, and service quality.

## **5. Professional Development**

- Attend supervision, team meetings, and training sessions.
- Continuously develop professional knowledge of SEND legislation, participation practice, and multi-agency working.
- Participate in internal and external forums, events, and conferences to share learning and strengthen service delivery.

## **6. Safeguarding and Compliance**

- Promote the welfare of children, young people, and at-risk adults at all times, in line with LDN London and local safeguarding policies.
- Report safeguarding concerns and participate in safeguarding procedures as required.
- Promote and uphold the values and principles of a Child-Friendly Islington alongside LDN London's values and safeguarding standards.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs.

The post holder will be expected to work within agreed budgets and policies and procedures of both LDN London and the individual service, adopting a flexible approach to carry out any duties commensurate to their role. This Job Description and Person Specification were reviewed by the Head of Family Service in June 2025. Next review scheduled for June 2026.

## Selection criteria

	Criteria	Essential/Desirable	Assessment
Education	<ol style="list-style-type: none"> <li>1. Level 3 qualification or equivalent experience in education, health or social care, or Graduate level qualification in relevant area.</li> <li>2. IPSEA Level 1 qualification</li> <li>3. Willingness to complete IPSEA levels 1/2/3 within first 12 months (if not already held)</li> </ol>	<p>Essential</p> <p>Desirable Essential</p>	Application
Knowledge	<ol style="list-style-type: none"> <li>4. Children and Families Act 2014, Team around the family model, Children and Vulnerable adults safeguarding or Adults Safeguarding.</li> <li>5. Awareness and understanding of the legislation relating to special educational needs, the SEND Code of Practice and Disability Discrimination.</li> </ol>	<p>Essential</p> <p>Essential</p>	Application/ Interview
Experience	<ol style="list-style-type: none"> <li>6. Experience providing 1:1 or group support to families, children or young people with SEND</li> <li>7. Experience in planning and delivering inclusive workshops and events for families and/ or young people</li> <li>8. Experience of working with a wide range of professionals and building strong multi-agency relationships.</li> <li>9. Experience of working with diverse and marginalised communities and understanding barriers to access.</li> <li>10. Experience supporting or advocating for young people in transitions to adulthood</li> <li>11. Experience of co-production and involving service users in shaping services</li> </ol>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	Application/ Interview
Skills	<ol style="list-style-type: none"> <li>12. Excellent written and verbal communication skills.</li> <li>13. Ability to record and report accurately, and contribute to service monitoring and evaluation</li> <li>14. Resilience, emotional intelligence, and ability to respond sensitively to distressing situations.</li> <li>15. Strong IT skills including an ability to use MS Office and CRM systems.</li> <li>16. Good organisational skills and ability to work independently and as part of a team.</li> <li>17. Ability to mediate between families and professionals and facilitate constructive dialogue.</li> </ol>	<p>Essential Essential</p> <p>Essential</p> <p>Essential Essential</p> <p>Essential</p>	Application/ Interview

	18. Ability to maintain professional boundaries, confidentiality and impartiality.	Essential	
	19. Understanding and commitment to safeguarding children, young people and adults.	Essential	
	20. Commitment to promoting self-advocacy, empowerment and inclusive practice.	Essential	
Other role requirements	21. Flexible, proactive, and adaptable to changing needs of the service and families.	Essential	Interview