



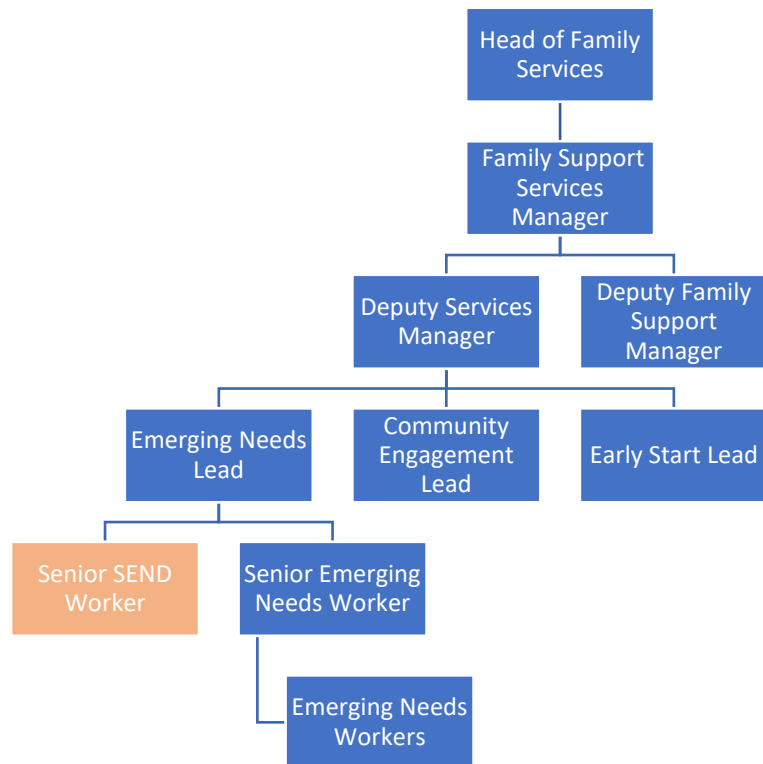
Job Description & Person Specification

Job Title	Senior Special Educational Needs Worker
Department	Family Support Services
Cost Code	3730
Location	The postholder will be assigned to a YMCA Family Centre and will work across other sites
Reporting to	Emerging Needs Lead
Contract type	Permanent
Grade	5
Vetting	Enhanced DBS
Travel	As per the Location

Main purpose of role

- a) Working with the Emerging Needs Lead, Support the Family Support Lead to plan and develop the smooth delivery of SEND sessions and services to local families with children under 11 years of age. Services, information, advice, and guidance to be delivered both digitally and face to face.
- b) Proactively support with the promotion of the engagement of parents in their children's development and learning and contribute to the effective and efficient delivery of information, advice, and support to parents to improve outcomes for vulnerable children in the community.
- c) Support with the delivery of high-quality home learning activities for families to encourage children's learning and development and effective transitions for children through the education system and support the Family Support Leads in delivering high quality universal services are delivered for children and families
- d) Under the guidance of the Emerging Needs lead Work towards and achieve the agreed internal and external Key Performance Indicators and performance objectives and ensure a high level of service is always provided, working in partnership with Public Health and Social Care.

Where your role fits in the team



Role specific responsibilities

Key Duties

Service delivery activities:

a) Under the guidance of the Emerging Needs Lead Support the Family Support Leads to plan and develop a programme of high quality inclusive activities to meet the needs of children with SEND, based on referrals and need, suitable for both digital and face to face delivery which promote learning opportunities for both parent and child, linked to the EYFS learning outcomes and that encourage the engagement of parents in promoting their child's learning, development and wellbeing. Advise on adaptations to meet the needs of families with SEND.

b) Support with delivering high quality sessions and provide cover for Family Support practitioners' absence. Delivery of services will be primarily face to face but also over a range of digital platforms.

- c) Encourage parents to support their child's learning in the home environment; this may be through home learning packs designed for specific needs.
- d) Hold a caseload of families following referrals, which will include face to face meetings as well as calls via telephone or video. Planning creative responses to families' needs and deliver interventions and activities in the home and community, individually and in groups.
- e) Provide support and guidance for FSS SEND Champions, including identifying appropriate training opportunities and arranging networking opportunities.
- f) Under the direction of the Emerging Needs Lead Develop a good working knowledge of the demographics of the local community and an understanding of the SEND local services, networks, facilities, and support systems.
- g) Guide members of the FSS in providing high quality home learning activities to encourage parents to support their child's learning in the home environment. This could be following a face-to-face session or through home learning packs designed for specific needs.
- h) Support FSS practitioners to identify when families require support for SEND or more specialist services, and signpost / refer as appropriate. Act as a resource to FSS teams and have a strong knowledge base of the Hertfordshire County Council SEND offer.
- i) Support Emerging Needs Lead in observations of practitioners delivering SEND services and in evaluation of sessions to analyse impact on children.
- J) Ensuring targeted information, support and advice relating to SEND is available to families within all the Family Centre buildings, sessions and partner agencies such as Public Health and Social Care. IAG must be available digitally on a range of platforms as well as within Centres and face to face.
- k) When requested work with FSS Leads and Partners, FSS SEND Champions and SEND Health Visitors and PHN SEND Champions to identify, design, plan and deliver initiatives and effective pathways to meet the needs of families and encourage engagement.
- l) Encourage effective methods for capturing child and parental voice and participation in the planning and provision of support and information to parents.
- m) Provide support for practitioners contacting specific parents on a regular basis to ensure they have meaningful contact with the service, to support them to access the whole range of Family Centre services to meet their needs. This includes children with SEND.

- n) Alongside the Emerging Needs Lead, develop innovative and creative digital methods of engaging and communicating key topics with local parents/carers and children as well as capturing their views to support the service delivery model.
- o) Liaise with other Family Centre staff and professionals, ensuring effective working relationships are maintained.
- p) When directed deal with enquiries and provide appropriate information including signposting to other agencies.
- q) Recognise, Respond and Refer all safeguarding concerns appropriately.
- r) Respond to the specific needs of children and families, within the community, linking with other professionals such as Health Visitors, Social Workers and Early Years practitioners to identify and support vulnerable families and children with SEND.
- s) Actively identify and offer solutions to remove barriers which are or may be impeding engagement and participation of families. Work in ways to reduce discrimination and prejudice by supporting services that are accessible for those with additional or special needs. This will include face to face delivery as well as through a wide range of digital platforms.
- t) Work with colleagues in identifying the needs of the local community with particular emphasis on the needs of families with children with SEND.
- u) Ensure that local information points are regularly updated in the community.
- v) Keep abreast of childcare legislation and developments.
- w) Act as a representative of the Family Centre at multi-agency professional meetings as delegated by Deputy Services Manager.
- x) Support the delivery of the Public Health messages, ensuring that all information provided to parents is the most up to date.
- y) Support with Identifying potential volunteers and introduce them to the Volunteer Coordinator for safe recruitment checks and induction.

Administration and record keeping

- a) Maintain accurate records and collect information on parent participation and satisfaction with the service in order to monitor take-up and evaluate reach and effectiveness.
- b) Assist with the monitoring and assessment of the Family Centre services and contribute to annual and quarterly reports as appropriate

c) When requested collect data needed for the quarterly Contract Monitoring meetings linked to the KPIs.

Working relationships

The Family Centre is committed to openness and equality and considers it the responsibility of employees to ensure every individual we come into contact with is treated with dignity and respect. In particular, there is a key responsibility within this post to ensure that support is available and responsive to the needs of vulnerable children and parents, including parents of children with additional needs, and to those who find it more difficult to access services.

a) Ensure every individual who comes into contact is treated with dignity and respect

b) Build effective professional relationships with families, professionals and visitors on behalf of the Deputy Services Manager

c) Work collaboratively with key colleagues both within the department and across the organisation on the delivery of specific cross departmental projects

Health & Safety and Safeguarding:

a) Set up and clearing away of face to face sessions.

b) Ensure children and families are safeguarded when using digital delivery of sessions.

c) Work as part of a team to ensure the building and all equipment indoors and out is in a safe and clean condition ensuring all faults are reported through the appropriate channels.

d) Be aware of and comply with policies and procedures relating to Safeguarding; Health and Safety; Confidentiality and Data Protection and report all concerns to the appropriate person.

e) Follow relevant lone working and risk assessment guidelines

f) Follow all digital and social media policies, protocols and guidance

g) The role will involve working with very young children and may require clearing up blood and other bodily fluids.

General responsibilities

- a) Participate in meetings and team development activities as appropriate – may be required to travel to attend meetings or to oversee sessions.
- b) Achieve performance objectives set by the Emerging Needs Lead
- c) Maintain strict confidentiality at all times and follow the Association's guidelines regarding confidentiality of personal information of any members or users of the facility
- d) Ensure YMCA policies and procedures are adhered to at all times
- e) The job requires working flexible hours in accordance with the rota, which will include some early mornings, evenings and weekends. Rotas will be negotiated with the line manager, in line with the needs of the service users

Core Competencies / Job Family

- Meeting customer needs and being able to continually improve our services to make sure customers and stakeholders receive excellent services,
- Behaving ethically and professionally and take steps to learn and develop over the course of employment. Achieve high levels of performance in self and others,
- Making sure that the YMCA delivers its priorities, manages relationships and risks as well as using resources appropriately to deliver success,
- Working effectively with others, opening and collaboratively, valuing their differences and creating a working environment which helps achieve goals.

Person Specification

Key Skills and Attributes

- Willingness to deliver sessions to families, in person and via digital and social media platform, as well as creating digital content
- Good organisational and planning skills with the ability to prioritise workloads
- Ability to problem solve using creative and innovative approaches
- Strong IT skills, including Microsoft Outlook, Word and Excel, EHM system (or other web-based systems), Smart phone devices
- Strong interpersonal skills, in particular ability to relate to children and parents as well as representatives from other agencies
- Ability to manage difficult conversations effectively
- Good level of applied English literacy
- Team player with ability to work constructively with change
- Non-judgemental and understanding of the diverse needs of babies and families
- Able to work effectively with others openly and collaboratively and value their differences.
- Passionate about making a difference and delivering positive outcomes for children with SEND
- Able to maintain complete discretion in the handling of confidential information
- Commitment to own professional development and willingness to undertake learning and development appropriate to the role
- Commitment to valuing equality and diversity and understanding of how this applies to area of work
- Able to respect the Christian ethos of the YMCA and uphold its values
- Ability and willingness to adjust working hours to meet operational needs, this will involve early morning, evening and weekend working

Knowledge and Experience

- Knowledge of the role and services provided by other agencies and professionals in relation families and under 11's
- Experience of working with families with children with SEND
- Excellent working knowledge and understanding of current childcare legislation and EYFS
- Knowledge of the support and development needs of children from birth and the importance of empowering parents to support their child's health, wellbeing and development.
- Understanding of the issues faced by diverse communities and barriers to inclusion as well as working experience of supporting families
- Experience of supervising and developing staff
- Good understanding of Early Help Assessment, Safeguarding procedures and Safeguarding Certificate at level 2 or equivalent
- Good knowledge of the roles and responsibilities of other agencies and professional working with families, especially the provision and availability of SEND support.
- Experience of multi-agency working essential, and working in a Family Centre setting is desirable

- Experience of developing positive working relationships with a range of professionals and service users, in particular those who traditionally do not access services
- Experience of home visiting

Qualifications or training required (or appropriate demonstrable experience)

- Level 4 or equivalent in health, social care or early years or relevant experience or qualification (minimum of Level 3 is essential) in Special Educational Needs and Disabilities.
- Full driving licence and suitably insured car available for use during working hours