

Child/Young person Case Officer

Temporary - 1 Year Contract

Closing date: 20/06/2019

Interview date: 02/07/2019



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Applying For This Vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any queries about your application, please contact the recruitment team at Recruitment@bracknell-forest.gov.uk

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



Could you support and empower children and young people to be partners in decisions made about their special educational needs?

A new role is available for a self-motivated individual to work as part of a small team providing impartial information, advice and support, primarily to children and young people with special educational needs, but also to parents and carers.

Working within Bracknell Forest's Information, Advice and Support service (IASS), you will support service users via face to face meetings, telephone calls and emails. You may also attend open days, support groups and workshops from time to time. You will provide information and support regarding a range of situations including special educational needs support in mainstream schools, Education, Health and Care Plans (EHCPs), Annual reviews, home to school transport and exclusions. As well as signposting to a range of other services and support. Legal training will be provided.

You will take the lead on working with children and young people in Bracknell Forest IASS and develop a range of resources and materials for this group of service users.

To fulfil the role effectively you should have experience of working with children or young people with SEN and/or disability, ideally in an information, advice and guidance role.

You will need excellent verbal and written communication skills to communicate clearly and sensitively with children, young people and adults, excellent listening skills and an ability to provide information, advice and support impartially. You should also have strong IT skills.

If you would like more information about the role, please contact Debi Richardson on 01344 354011

Additional information about Information, Advice & Support for children and young people can be found here: <https://cyp.iassnetwork.org.uk/getting-help/>

Job Description

Department: People	Section/Location: Commissioning
Post Number:	Work style: Home-Flex
Job Title: Child / Young Person Case Officer	Grade/Salary Range: BG-G

JOB PURPOSE

To work within Bracknell Forest's Information, Advice & Support service to support the team to meet the requirements of the Children and Families Act 2014, the SEND code of practice and the national IASS minimum service standards.

To provide impartial information, advice and support to service users on a range of topics relating to special educational needs / disability.

The postholder will focus on supporting children and young people up to 25 years old, to increase our service offer to this group of service users.

DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

The post holder will report to the Senior Information, Advice & Support Service Co-ordinator.

MAIN DUTIES AND RESPONSIBILITIES

Provide impartial information, advice & support to children and young people up to 25 years old with special educational needs and / or disability and their families about the statutory duties that schools and Local Authorities have for children and young people with special educational needs. This will be on a range of topics including; SEN support in mainstream schools, Education, Health and Care plans, annual reviews, exclusions from school, home to school transport, appeals of SEN decisions and complaints.

Contribute to Bracknell Forest Information, Advice & Support service (IASS) telephone help-line and email service.

Complete IASS Legal training and other training as required.

Be the main point of contact for children and young people within Bracknell Forest's IASS.

Be the named point of contact for specific service users and build supportive and trusted relationships, empowering service users to make informed decisions.

Work with children and young people to develop IASS resources, including online resources, factsheets and service leaflets.

Raise awareness of the service, particularly among children and young people by attending open days, workshops and other youth events.

Liaise and work with other professionals as required, particularly those who work with children and young people.

clear and comprehensive case notes and ensure that factual, accurate and up to date casework information is recorded and input into IT system, CrossData.

Work to IASS service standards and national minimum standards, IASS policies and Bracknell Forest council's Behaviours and Values framework.

ort service users by signposting them to different local and regional services, including the SEND Local Offer.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

SCOPE OF JOB (Budgetary/Resource Control, Impact)

The postholder will be working in the community with local people and with local schools and colleges.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

Person Specification

Job Title: Child / Young Person Case Officer	Section/Location: Commissioning
Department: People	Post Number:

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Training	<p>A good standard of education</p> <p>Educated to GCSE level Level 3 NVQ or equivalent</p> <p>A sound knowledge and understanding of government legislation, including the Children and Families Act 2014, the SEND Code of Practice, the 2010 Equalities Act and wider inclusion issues</p>	Knowledge of school systems and the national curriculum
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people and vulnerable adults</p> <p>Experience of working with children or young people with Special educational needs / disability and /or their parents / carers</p> <p>Experience of working in an information, advice and guidance role</p> <p>Strong IT skills, particularly with databases, websites, on-line training etc</p> <p>Excellent writing skills and experience of compiling materials for written and electronic mediums</p>	Experience of working in a school, early years setting or college, or related work
Work-related Personal Requirements	<p>Good listening skills</p> <p>Good communication skills and ability to explain laws, duties and rights clearly to children, young people with special educational needs</p> <p>Ability to build a rapport with</p>	Experience of using empathy and professionalism with people who may be in difficult circumstances

	<p>children and young people</p> <p>Ability to always remain impartial</p> <p>Excellent networking, interpersonal, planning and organisational skills</p> <p>An ability to work with confidence in a variety of settings with practitioners from a wide range of backgrounds</p> <p>Ability to successfully working as part of a team as well as on own initiative.</p>	
Other Work Requirements	<p>A satisfactory enhanced Disclosure and Barring Service check</p> <p>Role models and demonstrates the Council's values and behaviours</p> <p>Use of a car for service user visits / school and college visits and support at meetings</p> <p>A high level of fluency in English which enables the post holder to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time</p>	Flexibly about working hours around service demand

About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

Location

This position is based at Time Square, Market Street, Bracknell, Berkshire, RG12 1JD

Work Style / Parking

Your work style is "Home-Flex". This is also a primarily deskbound role but it could equally be done for part of the week from home.

For a 5:3 desk ratio this amounts to 40% of time away from a desk in the office – this may be working at home or another location or attending meetings or other activities away from a desk.

The extent, timing and location of remote working will be by agreement with your manager and local working practices. Further details of the workstyles can be found in the Council's Flexible Working Policy.

There is very restricted parking at our town centre offices. If you would like a car parking space when you start your employment with us we will send you an online form to complete. Please note there will be a charge for parking which will depend on your salary and working hours. You will receive further details from the HR department after a conditional offer has been made. To find out more information about parking at Bracknell Forest Council visit <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/parking/bracknell-town-centre-parking>

Alternatively, the bus and train stations are nearby.

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a temporary appointment subject to 1 month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be within the local Bracknell Grade BG-G. The grade range is £14,392-£16,439 Pro rata for 18.5 hours of work per week, equivalent full time salary £28,000 plus. The starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £305 per annum pro rata for 18.5 hours per week.

Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

Working Hours

Although your normal working week will be 18.5 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

Holidays

The annual holiday entitlement is 85 hours days plus bank holidays.

Annual holiday entitlement increases with length of service (15 hours extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More About Applying

References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc.

Working In The UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>