

# Information, Advice & Support Team Worker

Closing Date: 5pm on Tuesday 13th November 2018

Interview Date: 23<sup>rd</sup> November 2018

Salary: £18,870 - £20,541 (NJC spine points 18 - 21), pro rata, term-time only. Fixed term to 31<sup>st</sup> March 2019. Continuation subject to funding.

Hours: 12 hours over two days a week, term-time only. One of these days must be a Friday. Occasional team meetings and in-house training will usually be held on a Tuesday. Core working hours are 9.30am – 2.30pm.

Location: Central Bristol office.

Supportive Parents provides the Special Educational Needs & Disability Information, Advice & Support (SENDIAS) Service for Bristol, North Somerset and South Gloucestershire. We provide information and support with any type of special educational need or disability (SEND) to children, young people and their parents. We are also a registered charity. Our trained advisors provide support via our telephone helpline, email and face-to-face meetings. We also produce a range of publications and toolkits.

We're looking for someone to join our team. If you have knowledge or experience of Special Educational Needs or Disability (SEND) and can work effectively with children, young people and families, we'd like to hear from you! This role involves responding to calls to our helpline or emails from parents, carers and young people. You will also provide support by holding face-to-face meetings when required. Queries and concerns are typically from parents trying to understand how to get the support their children need at school. You will advise on special educational needs processes and procedures, inform parents of their rights, signpost them to further sources of information and support, or meet them face-to-face to guide them through paperwork. You will be an excellent communicator, with the ability to deal confidently and professionally with a wide range of people.

Fully accredited training will be provided. Role subject to a DBS check.

To Apply:

For a Job Description, Person Specification and Application Form, click [HERE](#) to download our application pack. Please note that we do not accept C.V.s. We encourage applications from under-represented groups.

Please send your completed application to [admin@supportiveparents.org.uk](mailto:admin@supportiveparents.org.uk)

For information about how we process your data please read our privacy policy, click [HERE](#)

For more about what we do, visit our website: [www.supportiveparents.org.uk](http://www.supportiveparents.org.uk)

**Providing the Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIAS) for Bristol, North Somerset and South Gloucestershire**

## JOB PROFILE

<b>SECTION 1 – JOB IDENTIFICATION</b>	
Job title:	Information, Advice and Support Worker
Reports to:	Head of Service and Local Coordinators
Date job profile produced:	23 <sup>rd</sup> October 2018

<b>SECTION 2 – PEOPLE AND FINANCE RESPONSIBILITIES</b>	
Direct reports:	None
Indirect reports:	None
Direct finance:	N/A
Indirect finance:	N/A

<b>SECTION 3 – JOB PURPOSE</b>	
1. To offer independent support appropriately and efficiently to enquiries through the Information, Advice and Support line.	
2. To attend local Support Group meetings and support Local Coordinators in the facilitation of these meetings or to attend other meetings or settings, as agreed in advance with the Local Coordinator.	
3. To attend Trustee meetings with Local Coordinators to report back to Trustees as and when required	

<b>SECTION 4 – KEY ACCOUNTABILITIES</b>	
<b>Responsibilities and Tasks</b>	
1. To answer the Information, Advice & Support line telephone and email enquiries.	
2. To ensure all individual child, young person, parent and professional enquiries are dealt with appropriately. This may include face-to-face office-based meetings with service users, as agreed with and with the support of the helpline cover/Local Coordinator	
3. To maintain appropriate electronic records and paperwork using a secure Data management system	
4. To liaise with the relevant Local Coordinators about individual child, young person and parent enquiries when necessary	
5. To be involved in the maintenance and updating of information for service users	
6. To attend relevant training and staff meetings as agreed with the Head of Service	
7. To extend the work of Supportive Parents or undertake other such duties, as agreed with the Head of Service.	
8. To perform such other duties appropriate to the post as shall be agreed from time to time	

<b>SECTION 5 – KNOWLEDGE AND SKILLS</b>	
<b>Qualifications:</b>	
5 GCSE or equivalent passes, Grades A-C including Maths/English Language is essential	
A levels or equivalent is desirable	
Evidence of continuing education is desirable	

<b>Experience:</b>
Experience/knowledge of SEND is essential
Working knowledge of Microsoft Office applications is essential
Understanding of issues faced by individual children, young people who have Special Educational Needs (SEN) and disabilities and their parents is essential
Experience of working directly with the public is desirable.
<b>Personal skills/abilities:</b>
Understanding of confidentiality, equalities and safeguarding issues is essential
Good interpersonal skills and the ability to communicate with a wide variety people is essential
Ability to use own initiative with a flexible approach to work is desirable
<b>Special circumstances:</b>
Willingness to undertake additional training on SEND processes and procedures is essential
Role subject to an enhanced DBS check
<b>SECTION 6 – ADDITIONAL INFORMATION</b>
Place of work – Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB
Hours of work – Generally between 9.30am-2.30pm term time only. Some evening work may be required at times.
Salary – £18,870 - £20,541 pa (NJC spine points 18-21) pro-rata, 12 hours per week



# SUPPORTIVE PARENTS

Support for parents, children  
& young people about SEND

## Equal Opportunities & Diversity Policy

### Background

Supportive Parents are committed to a policy of equal opportunities for all employees and to ensuring that our workplace is free from victimisation or unlawful or unfair discrimination on the grounds of a protected characteristic which include colour, race, marital status, disability, ethnic or national origin, gender (including gender reassignment), sexual orientation, religious or philosophical beliefs, age and pregnancy and maternity.

We aim to ensure that employees can achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria. We have therefore drawn up the following Equal Opportunities Policy to help us achieve these aims.

The Equality Act 2010 outlines the rules which apply to equal opportunities in the workplace.

### Equal Opportunities Policy and Procedure

The Organisation will take all possible steps to promote equality of opportunity in all aspects of recruitment and employment practices. Employees also have an important role to play in implementing this Policy and are expected to conduct themselves in a manner that promotes equal opportunity. The Organisation for its part will take all possible steps to ensure that equal opportunity is maintained. This will include:

- Recruitment and employment decisions will be based on fair and objective criteria.
- Person and job specifications will be limited to those requirements which are necessary for the effective performance of the job and interviews will be conducted on an objective basis.
- Opportunities for promotion and training will be made available to all employees on a fair and equal basis.
- Terms and conditions of employment will be reviewed on a regular basis to ensure there is no discrimination in terms of benefit provision or working conditions.
- Our policy and procedures will be monitored and reviewed on a regular basis to ensure that our Equal Opportunities Policy is working in practice.
- In accordance with recommended practice, the ethnic and gender composition of our employees and applicants for jobs will be monitored on an anonymous basis at all levels.

All employees have a right to equality of opportunity and a duty to implement this Policy. Breach of the Equal Opportunities Policy is potentially a serious disciplinary matter.

### Definition of Discrimination

Discrimination can be both direct and indirect. The former is generally easy to identify, whereas indirect forms can be difficult to identify because they are not, on the face of it, immediately obvious. Discrimination can occur under the following protected characteristics, although not all characteristics are covered by every type of discrimination: Race, sex, marital status, sexual orientation, gender assignment, religion or belief, disability, age and pregnancy and maternity.

Direct discrimination is defined as where someone is treated less favourably than another person because of one of the protected characteristics which they have, or are thought to have. Direct discrimination cannot usually be justified.

Examples include:

- A woman with young children fails to obtain a job because it is feared that she might be an unreliable employee.
- A person is subjected to sexual innuendo or other offensive conduct of a sexual nature at work.

Direct discrimination can also apply where there is an action against someone because they associate with someone who possesses a protected characteristic and also where there is a perception that someone possesses a particular characteristic. Maternity and Pregnancy and Marriage and Civil Partnership are not protected characteristics with regard direct discrimination by both association and perception.

Indirect discrimination can occur when you have a rule, policy or practice in an organisation that applies to everyone but particularly disadvantages people who share a protected characteristic. This kind of discrimination is unlawful unless it can be justified.

The Organisation takes very seriously any act of discrimination and will consider this to be a disciplinary offence under the disciplinary procedure.

### **Definition of Victimisation**

Victimisation occurs where an individual is treated badly because he or she has made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint. We are committed to ensuring that all our employees and applicants for employment are free from any form of victimisation.

### **Harassment and Bullying Policy and Procedure**

The Organisation will not tolerate harassment or bullying. We aim to provide a working environment in which such practices are known to be unacceptable and where individuals have the confidence to complain when it arises, in the knowledge that their concerns will be dealt with appropriately and fairly.

It is the responsibility of all employees to be aware of, and understand, the Organisation's policy on bullying and harassment.

Harassment and bullying are disciplinary offences and incidents are likely to be treated as gross misconduct under the Disciplinary Procedure. We will ensure that no employee will be victimised as a result of raising a concern under this Policy.

### **Definition of Harassment and Bullying**

Harassment or bullying is defined as unwanted conduct which has the purpose or effect of violating the individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. It may consist of a single incident or a series of incidents. Behaviour which may appear trivial as a single incident, can constitute harassment or bullying when repeated. It may not always be intended, but it is always unacceptable.

Harassment applies to all protected characteristics except for pregnancy and maternity and marriage and civil partnership. It also applies to those employees who find behaviour offensive even when it is not directed at them and the complainant does not need to possess the relevant characteristic themselves. Employees are also protected against harassment because of perception and association.

The most prevalent forms of harassment or bullying are as follows:

- Sexual harassment
- Racial harassment
- Harassment of individuals with a disability
- Harassment on the grounds of a person's sexuality.

The above list is not exhaustive and harassment can also take place on the basis of a person's age, religion or any other discriminatory grounds. Examples would include:

- sexual or racial banter;
- the display of material with sexual or racial overtones (even if not directed at the complainant);
- mistaken assumptions about the capabilities of people with disabilities;
- offensive comments relating to an individual's sexuality;
- sarcastic or derogatory remarks about colleagues, or constant criticism especially of those reporting to you.

**Redress**

Anyone who believes that he or she has been subjected to harassment, bullying and/or discrimination should raise the matter through the Grievance Procedure.

**Disability Policy and Procedures**

Under the Equality Act 2010, a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities, which would include things like using a telephone, reading a book or using public transport.

We aim to provide a working environment, and to offer terms and conditions of employment, that will enable disabled persons with appropriate skills and qualifications to seek employment with us. We will actively consider ways of continuing and securing the employment of employees and applicants who have a disability or become disabled during their employment.

Consideration will be given to making reasonable adjustments, where practical, to the workplace and methods of working to accommodate disabled applicants and employees.