

## JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Children's Services

Job Ref Number: 02914

Service Area: Quality and Standards

Grade: G6

Job Title: Liaise Case Worker

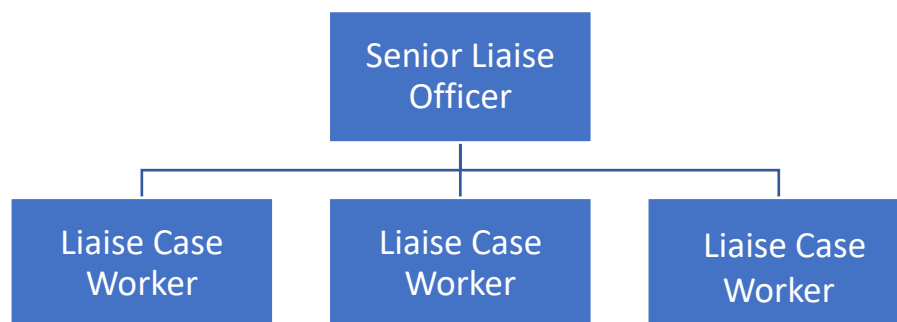
### PURPOSE OF JOB:

To provide confidential and impartial information, advice and support to parents, carers, children and young people with special educational needs and disabilities across Lincolnshire, in line with IAS service statutory duties and the 2015 SEND Code of Practice.

To effectively

- manage an allocated caseload of parents, carers, children and young people to provide effective information advice and support within timescales to include successful case management and closure, and
- provide information, advice and support to service users via a telephone advice line.

### TEAM STRUCTURE:



### MAIN DUTIES:

1	<p>To provide accurate and up to date confidential and impartial information, advice and support to parents, carers, children and young people (0-25) across Lincolnshire in line with the statutory requirements on all SEN and Disability related matters, including health and social care.</p> <p>To empower parents/carers to feel more confident and to have a better understanding of matters relating to SEN and disability, including the relevant law, local policy and practice.</p>
2	<p>To manage an allocated caseload of parents, carers, children and young people to provide effective information advice and support within timescales to include successful case management and closure.</p>
3	<p>To undertake activities to promote the Liaise Service within the local authority and externally across the county.</p>

4	To provide advocacy support for individual children, young people, parents and carers that empowers them to express their views and wishes and helps them the understand and exercise their rights in matters including exclusion, complaints, SEND processes and SEND appeals.
5	To assist in the development and refreshing on the Liaise Service website and social media presence.
6	To provide specific information, advice and support before, during and following SEND Tribunal hearings and mediation meetings dependent on the needs of the parent, carer, child or young person.
7	To design and deliver training to local education, health and social care professionals, children, young people, parents and carers to increase knowledge of SEND law, guidance, local policy, issues and participation.
8	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice
9	To provide information and advice through operating the Liaise Advice Line service on an ongoing rota basis.
10	Obtain service user feedback to help support service evaluation and development
11	Establish and maintain effective working relationships with stakeholders, teams and external partners and adopt a collaborative means of working to achieve positive outcomes for children and young people.
12	Work flexibly to embed new ways of working and thinking in line with service developments
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### PERSON SPECIFICATION

Requirement	Where identified*	Essential	Desirable
To have knowledge of Special Education Needs and Disability legislation and procedures and the skills to apply this to the individual circumstances of families.	A	y	
Demonstrate an understanding of the needs of children and young people with special educational needs and disabilities.	A	y	
Skills to negotiate and mediate within a framework of impartiality.	A	y	
To ensure that legal knowledge is current and accurate.	A/I		y
Excellent interpersonal skills and an ability to work and communicate with a wide range of service users, professionals, stakeholders and	A/I	y	

team members, at the appropriate level.			
Resilience with the ability to work with uncertainty.	I	y	
Ability to analyse and interpret SEND related legal documentation.	A		y
Ability to develop and deliver presentations and training workshops to a range of audiences.	A		y
Developed IT skills to enable operation of standard electronic systems including a bespoke database, and the ability to increase these skills.	A	y	
A high level of organisational skills with the ability to effectively manage an identified caseload and work demands.	A/I	y	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.