



## Apprentice Young Person Information Advice and Support Worker (SEND)

**Job Ref: 19308**

We are looking for motivated, enthusiastic people to join us on an apprenticeship programme. If you're looking for the opportunity to make a real difference to people's lives and follow a stimulating and rewarding career, come and work with us as an Apprentice Young Person Information Advice and Support (IAS) Worker.

<b>Hours of Work</b>	30 hours per week
<b>Contract Duration</b>	Fixed Term - 24 months
<b>Location of Work</b>	Church Road, Stockton-on-Tees Town Centre
<b>Salary / Wage</b>	£14,647p.a.

### About Us:

Stockton-on-Tees Borough Council is a successful and award winning Council who employ over 3,000 employees in a vast range of job roles across many different services in the Borough of Stockton-on-Tees.

At SBC we truly value our Apprentices. We recognise that Apprenticeships help us identify new talent, build new skills in our workforce and increase diversity in the workplace. Apprenticeships help us to develop our future skills, to enable us to deliver our ambitious plans whilst also assisting in shaping the apprentice's future.

### Job Description:

Our vision for children with special educational need and disability (SEND) is to ensure Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life. As an Apprentice Young Persons IAS Worker (SEND) you will encourage and promote positive outcomes for children and young people with SEND and their parents/carers throughout the borough of Stockton-on-Tees.

You will explore and establish effective ways of working with children and young people to help to identify their priorities and preferences for IAS. By providing high quality impartial information, advice and support, you will have the opportunity to make a real difference to the lives of those that you work with.

The main duties and responsibilities will include researching and developing new ways of effectively reaching children and young people with SEND to ensure they receive the right advice and support, developing and running specific outreach sessions, drop-ins, workshops and events to offer accessible information, advice and support to this group of people.

### Essential Requirements:

All candidates are required to meet the essential requirements set out below. Please address in your application how you meet the following:

- Minimum of 5 GCSEs Grade A\*-C/9-4 or equivalent including English & Maths
- Excellent IT Skills – Microsoft Office (word and excel)
- Experience working as part of a team as well as demonstrating use of own initiative,
- Good attention to detail,
- Excellent communication and interpersonal skills,
- Ability to demonstrate sensitivity, tact and confidentiality,
- Ability to show compassion and be people focussed,
- Resilient and High personal standards and self-discipline,
- Ability to converse at ease with members of the public and provide advice in accurate spoken English,
- Demonstrates the behaviours that underpin the Council's Culture Statement.

**You must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject.**

Appointment will be subject to the following pre-employment checks:

- Enhanced DBS check,
- Medical Check
- Satisfactory reference.

**Apprenticeship Qualification:**

You will be given appropriate paid time off work, to attend College and work towards completion of your apprenticeship qualification.

Qualification: Children & Young People's Practitioner – Level 4

<https://www.instituteforapprenticeships.org/apprenticeship-standards/children-young-people-families-practitioner/>

Training Provider: Stockton on Tees Borough Council, Learning & Skills


**Future Prospects:**

Upon successful completion of the apprenticeship, there is the opportunity to undertake a higher level apprenticeship qualification and the potential to secure a position within the Council for the right candidate to grow within the organisation.

**How to Apply:**

Please complete our Apprenticeship application form, and submit this to [apprenticeships@stockton.gov.uk](mailto:apprenticeships@stockton.gov.uk) no later than the closing date of **Sunday 16<sup>th</sup> June 2019**.

Please ensure you refer to the essential requirements outlined in the advert, Job Description and Person Specification when completing the personal statement on your application, as this information will be used to shortlist candidates for the next stage of selection

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		JOB DESCRIPTION
<b>Directorate:</b> Children's Services		<b>SERVICE AREA:</b> EARLY HELP
<b>JOB TITLE:</b> Apprentice Young Person Information Advice and Support Worker (SEND)		
<b>POST REFERENCE:</b> 19308		
<b>SALARY:</b> £14,647p.a.		
<b>REPORTING TO:</b> SEND Information Advice and Support (IAS) Officer		
1.	<b>JOB SUMMARY:</b> <p>The SEND Information Advice and Support Service promotes positive outcomes for children and young people with Special Educational Needs and Disability (SEND) and their parents by providing high quality impartial information, advice and support to them. The SEND IAS Worker provides a responsive and efficient helpline service and also delivers casework to families who require more in-depth support.</p> <p>As part of the Information Advice and Support Programme (IASP), we are committed to increasing the access of children and young people to the SEND IAS Service. This post will assist in developing ways to offer SEND IAS support to young people and children, through links with services that work with children and young people with SEND. This will involve building their own expertise, establishing effective ways of working with children and young people, carrying out direct work with children and young people, sharing this good practice through the SEND IAS team and developing resources to sustain this work for the future.</p>	
2.	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1	To engage with stakeholders (CYP, families, services who work with CYP) to identify CYP's priorities and preferences for IAS, the most effective ways to reach both children and young people, to encourage use of SEND IASS and to deliver accessible information, advice and support.
	2	To research best practice and develop, trial and evaluate new approaches to reaching children and young people (CYP), extending the reach of the SEND IAS Service to children and young people
	3	Assist with and contribute to the development of accessible information resources for children and young people.
	4	To assist with CYP specific outreach sessions, drop-ins, workshops and events to understand how best to offer accessible information, advice and support to CYP, working with schools, colleges and other providers and other SEND IASS staff.
	5	Identify, research and trial new ways of communicating with CYP.
	6	To ensure recording, monitoring, outcome and feedback processes successfully capture our work with CYP.
	7	To signpost young people and parents and carers, professionals and volunteers to the local information, advice and support service, other relevant services and any training opportunities.
	8	To ensure that confidentiality is maintained throughout the process and obtain informed consent to share information.

	9	Contribute to awareness raising through provision of training, promotional events and development of publicity materials
	10	To provide information and advice to children and young people with SEN and disabilities and their families on issues relating to SEN, health, social care, personal budgets and preparing for adulthood; via phone, email, or face to face (where capacity allows).
	11	To empower parents/carers and children and young people to make informed choices and express their views to support improved outcomes and aspirations

### 3. GENERAL

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time 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.

It is expected that due to the nature of the role and the interface with schools the post holder will take the majority of their leave during the school holidays.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

**Customer Services** – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** - The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**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 Stockton Council's 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.

	Name:	Signature:	Date
Job Description written by	Caroline Fell		
Job Description agreed by: (Post holder)			

**Job Description dated May 2019**



## PERSON SPECIFICATION

Job Title/	<b>Apprentice Young Person Information Advice and Support Worker (SEND)</b>	
Directorate / Service Area	<b>Children's Services</b>	
Post Ref:	19308	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>5 GCSEs Grade C (Level 4) or above To include functional skills English &amp; Maths Level 2 / GCSE Grade C (level 4) or above</li> </ul> <p><b>Please note:</b> You <b>must not</b> hold an existing qualification at the same or higher level (Level 4 or above) as this apprenticeship in a similar subject (Children's).</p>	<ul style="list-style-type: none"> <li>3 A-Levels Grade C or above</li> </ul>	Application Form
Experience	<ul style="list-style-type: none"> <li>Working as part of a team</li> <li>Experience of managing and prioritising workloads</li> <li>Experience of report writing (this could be in an educational setting)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of direct work with children and young people with SEND.</li> <li>Experience of planning and delivering workshops, events</li> <li>Experience of working with schools, early years providers, social care, health and other key partners</li> <li>Relevant and recent Voluntary / personal / work experience</li> <li>Experience of working in an office environment</li> </ul>	Application Form / Interview

Knowledge / Skills	<ul style="list-style-type: none"> <li>• Excellent communication &amp; interpersonal skills <ul style="list-style-type: none"> <li>• ability to communicate effectively and clearly with professionals and service users at all levels</li> <li>• listening skills applying professional curiosity to evaluate and assess information to provide advice and support</li> <li>• Report writing</li> </ul> </li> <li>• IT Skills – e.g. Microsoft Office (Outlook / Word / Excel)</li> <li>• Good organisational skills and the ability to work to deadlines</li> <li>• To be numerate and have the ability to copy / transfer information clearly and accurately</li> <li>• Ability to maintain statistical and written records accurately and concisely and produce reports when required</li> <li>• Ability to demonstrate sensitivity, tact, confidentiality and impartiality in dealing with children, young people and their parents</li> <li>• Ability to research and identify other sources of information, advice, guidance and support</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of how key agencies work together in supporting individuals and families</li> <li>• Knowledge of relevant legislation in respect of SEN as set out in the Children and Families Act 2014, the Code of Practice 2014, SEND Regulations 2014 and disability discrimination legislation.</li> </ul>	Application Form / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate the councils behaviours which underpin the culture statement</li> <li>• Committed to own personal development</li> <li>• Flexible approach to work</li> <li>• The ability to solve problems logically</li> <li>• Self-motivated and the ability to work to tight deadlines</li> <li>• High personal standards and self-discipline</li> <li>• Compassion, Dignity &amp; Respect for others</li> <li>• Resilience</li> </ul>		Application Form / Interview

Other requirements	<ul style="list-style-type: none"><li>Due to the frequent need for travel across and at times outside the Borough and the need to meet business targets the need to travel independently is a requirement of this post</li></ul>		Application Form
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Person Specification dated May 2019