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| **Job Description** |
| **Post title** | Short Breaks Solutions Officer |
| **JE Reference No** | N10767 |
| **Grade** | Grade 6 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Early Help Inclusion & Vulnerable Children – One Point & Think Family Service |
| **Reporting to** | The post holder will be accountable to the SEND Alliance Coordinator |
| **Location** | Your normal place of work will be an approved team location within County Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of this role is to lead on ensuring the sufficiency of short breaks opportunities for families of children with special educational needs and/or disabilities in County Durham (0-25).

The role will provide a central point of contact for families and professionals to offer advice, guidance and information on local community activities and services available to them. The aims of the role will be to empower families to be able to make their own choices to access community activities for children and young people with SEND to allow parent/ carers a short break from caring.

This role will capture the needs of families, understand gaps in services, barriers to access and impact. The postholder will work jointly with families to identify solutions to meet their needs and fill gaps in service provision. The postholder will be proactive working with a range of Organisations to extend and enhance the local community offer available for families in line with the direction of travel within the wider SEND Strategy, Think Autism Strategy and Short Breaks Statement.

The postholder will work closely with families and young people up to the age of 25, Making Changes together Parent/ Carer Forum, Durham County Carers, Investing in Children, the VCS Alliance, Children and Young Peoples Network, SENDIASS Service, Community Services and Leisure Service Providers and Commissioners.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible to:

* Provide a telephone contact point for families and professionals who would like information and signposting in relation to available local community activities and services for children and young people with special educational needs and/or disabilities.
* Capture the needs of families for local community services that allow a short break, understand gaps in services to meet the needs of families and the impact for families.
* Work jointly with Making Changes Together Parent Forum and wider carers to understand barriers to meeting their needs, gaps in services and identifying and developing solutions in co-production.
* Work with children and young peoples forums to understand any gaps in services.
* Proactively work with Providers and Organisations to extend and enhance the local community offer available for families.
* Provide information and support to enable parent/ carers and children and young people to access information themselves.
* Contribute towards the aims in relation to availability and inclusion in community services in line with the SEND Strategy, Think Autism Strategy and Short Breaks statement.
* Provide Countywide analysis of data in relation to the needs of families and gaps in community services and provide reports to Commissioners.
* Provide data in relation to enquiries and data analysis to Commissioners.
* To develop and use a range of approaches to engage and build effective working relationships
* To lead the Short Breaks Solutions Task Group and Chair regular meetings.
* Assist the VCS Alliance Coordinator and Commissioning, Planning and Policy Offer in feeding into the commissioning of services for children, young people and families with SEND.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Strategic Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Level 3 qualification in a relevant field.
* Evidence of continuous professional development.
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| Experience | * Experience of providing telephone advice and guidance to professionals or families.
* Experience of researching and collating information.
* Experience of analysing information and producing reports.
* Experience of partnership working to achieve desired results.
* Experience of group facilitation.
* Experience of working with a range of professionals, external partner agencies and service providers
 | * Experience of working with families of children with SEND.
* Experience of working with children and young people with SEND.
* Experience of delivering and reporting on outcomes.
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| Skills & Knowledge | * Integrated multi-agency working processes and practices for safeguarding children, young people and vulnerable adults;
* Persistent and proactive approaches in engaging families;
* Understand the nature of effective relationships;
* Establishing and maintaining professional boundaries;
* Understand information sharing, consent and confidentiality;
* Goal planning, monitoring and review processes;
* Problem solving skills – ability to be innovative and find creative solutions to implement change;
* Strategies to build parental self-confidence, capacity and resilience;
* Ability to manage time effectively, prioritise, co-ordinate tasks and meet deadlines;
* Knowledge of Safeguarding;
* Proven verbal and written communication skills;
* Negotiation skills;
* Effective interpersonal skills including ability to work effectively as part of a team and in partnership with a range of external agencies;
* The ability to reflect and evaluate to improve working practice;
* IT literate – Microsoft packages (Word, Excel, Powerpoint, email)
 | * Knowledge and skills to enable good coproduction.
* Ability to demonstrate knowledge and understanding of key policies affecting families and children with SEND.
* Experience of working in an outcomes focused environment;
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| Personal Qualities | * The ability to work flexibly to meet the needs of the Service
* Non-confrontational approach to problem solving
* Open, honest and assertive manner
* Supportive and challenging
* Ability to respect confidentiality
* Commitment to high quality service delivery
* Good team player
* Enthusiastic
* Persistence
* Empathy and positive regard
* Warm, respectful and sensitive
* Reliable
* Strong sense of self
* Capable of independent travel to meet the requirements of the post
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