



Information & Support Team Worker - 1 post Central Bristol

Fixed-term contract (term time only), until 31st March 2017, continuation subject to funding.

Supportive Parents is a charity providing Information and Support to families of children and young people with any type of Special Educational Need and/or Disability (SEND), from 0-25 years. Our work helps to ensure that children and young people achieve the best possible educational outcomes.

We are looking for someone with experience or knowledge of SEND to join our Information & Support Line team. This role involves responding to calls and emails and working with parents and young people in Bristol, North Somerset and South Gloucestershire. You will support them with any queries and concerns they may have about SEN processes and procedures. Accredited training will be provided.

This role is available as either 2 days a week working 12 hours (Mondays and Fridays) or 3 days (Mondays, Wednesdays and Fridays). Normal working hours are 9.30am – 2.30pm. Occasional team meetings in house training will usually held on a Tuesday.

Salary £17,714 point 18 (pro-rata) 12 hours over 2 days per week.

OR

Salary £20,253 point 22 (pro-rata) 18 hours over 3 days per week. *This role includes additional responsibilities (please see Job Profile for details)*

Application pack available on our website - CVs will not be accepted. Please state which role you are applying for either 2 day or 3 day post.

Closing Date: Thursday 9th June 2016 at noon

Successful applicants will be contacted for interview. Interviews will take place on 20th June 2016.

JOB PROFILE

SECTION 1 – JOB IDENTIFICATION	
Job title:	Information and Support Line Worker
Reports to:	Head of Service and Local Coordinators
Date job profile produced:	12 th May 2016

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

SECTION 3 – JOB PURPOSE	
1. To offer independent support appropriately and efficiently to enquiries through the Information 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	

SECTION 4 – KEY ACCOUNTABILITIES	
Responsibilities and Tasks	
1. To answer the Information & Support line telephone	
2. To ensure all parent and professional enquiries are dealt with appropriately. This may include face-to-face office-based meetings with parents, as agreed with and with the support of the helpline cover/Local Coordinator	
3. To maintain appropriate electronic records and paperwork	
4. To liaise with the relevant Local Coordinators about parental queries when necessary	
5. To be involved in the maintenance and updating of information for parents	
6. To attend relevant training and staff meetings as agreed with the Head of Service	
7. To extend the work of Supportive Parents into one local authority or other such duties, as agreed with the Head of Service, and carried out with the support of/as agreed in advance with and directed by your line manager.	
8. To perform such other duties appropriate to the post as shall be agreed from time to time	
Additional Responsibilities and Tasks for 3 day post	
9. Managing the annual schedule of work for the team and facilitating the regular team meetings	
10. Co-coordinating the work of the information and support line across sessions, to improve continuity and consistency	

11. Ensuring that the I&S team is kept updated about any whole organisation plans or developments

12. Maintaining and updating the I&S team's information resources as required

SECTION 5 – KNOWLEDGE AND SKILLS

Qualifications:

5 GCSE or equivalent passes, Grades A-C including Maths/English Language

A levels or equivalent would be desirable

Evidence of continuing education

Additional qualifications for 3 day post

Training in legal aspects of SEND legislation would be desirable

Experience:

Experience/knowledge of SEND

Experience of working directly with the public would be desirable.

Understanding of issues faced by families with children and young people who have Special Educational Needs (SEN) and disabilities.

Working knowledge of WORD

Additional Experience for 3 day post

Experience of working on a helpline would be desirable

Experience of using a data management system would be desirable

Personal skills/abilities:

Good interpersonal skills and the ability to communicate with a wide variety people

Ability to use own initiative with a flexible approach to work

Understanding of confidentiality, equalities and safeguarding issues

Special circumstances:

Willingness to undertake additional training on SEND processes and procedures

Attendance of the Supportive Parents Training Course is desirable

SECTION 6 – ADDITIONAL INFORMATION

Place of work – Royal Oak House, Royal Oak Avenue, Bristol

Hours of work – Generally between 9.30am-2.30pm term time only (12 hours or 18 hours per week). Some evening work may be required at times.

Salary - £17,714 point 18 (per annum pro-rata) 12 hours per week

Salary - £20,253 point 22 (per annum pro-rata) 18 hours per week



EQUAL OPPORTUNITIES AND DIVERSITY POLICY

Policy Statement

Supportive Parents acknowledges and believes that the United Kingdom is socially diverse and that no person should experience unfair treatment, direct or indirect discrimination, harassment, victimisation or lack of opportunity based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or any other perceived difference.

Supportive Parents believes in the principles of social justice and acknowledges that discrimination affects people in complex ways, and is committed to challenging all forms of inequality.

Supportive Parents is committed to creating an organisation and a climate of opinion where diversity and equality of opportunity are promoted actively, good relations are promoted between people of a diverse background, and unlawful discrimination is not tolerated and actively combatted. We recognise our legal and statutory obligations; will implement the Equal Opportunities and Diversity Policy in accordance with current legislation and codes of practice, and aims to treat all Employees, Contractors, Volunteers, Trustees, visitors, contacts, and other members of the public with whom the organisation comes into contact, with respect and dignity.

Supportive Parents is committed to developing equal opportunities in all areas of its activities and structure, and will take positive action in the areas of employment of Employees and Contractors, recruitment and contribution of Volunteers, appointment of Trustees, the work of the Board of Trustees, contract compliance, training, and in the implementation, monitoring and review of its Equal Opportunities and Diversity Policy.

Application of the Policy

This policy applies to all Employees, Contractors, Volunteers and Trustees, to all applicants for employment with Supportive Parents, and to all external providers appointed by the organisation. If this policy of equal opportunities and diversity is not applied, valuable talent and potential may be wasted. Discrimination, harassment, and victimisation are not only illegal, but also affect morale generally, and can bring about a climate of fear and insecurity. It is therefore vital that everyone involved understands their responsibilities.

Supportive Parents takes equal opportunities very seriously and will not tolerate acts which breach this policy. It is each individual's responsibility to ensure that their conduct conforms to the expected standards and reflects this policy. Failure to apply the policy or evidence of discrimination, harassment, or victimisation may result in disciplinary action being taken against individuals, and in serious cases, dismissal. The organisation will monitor the Policy and progress in achieving its objectives, and will make any necessary changes to the Policy where barriers to equal opportunities are identified.

In particular:

- Supportive Parents is open to approaches from individuals, groups and organisations in order to ensure that its activities are not discriminatory or offensive;
- We will endeavour to meet individual requests for information about its services in appropriate forms, for example other languages, large type;
- Our website will be designed to be accessible, and not contain information from any individual, organisation or group which can be demonstrated to be wilfully sexist, racist or in any other way discriminatory;

- People will be made aware of their right to use Supportive Parents' Complaints Procedure if they feel they have been unjustly treated.

If you feel that the Policy has not been applied in your case you are encouraged to discuss the matter informally in the first instance with the Head of Service. You are of course entitled to raise a formal complaint at any time and in such circumstances you should use our grievance procedures, as appropriate, and as set out in this Handbook.

Employment

All terms and conditions of employment and related benefits shall be non-discriminatory, except in cases where there is a legal requirement that the Employee is of a specified gender or where health and safety requirements apply.

All applicants for employment or Volunteering, and all Employees applying for alternative positions within Supportive Parents shall be assessed according to their skills, experience, and suitability to do the job. Job advertisements will be non-discriminatory. Similarly, wherever possible, the publications in which advertisements are placed will be selected to target a full spectrum of potential job applicants. Equal consideration will be given to all Employees, Contractors and Volunteers for training and development.

Recruitment of Employees and Contractors

Advertising

- All vacant posts will be advertised, initially internally where the right skills and experience are available, and subsequently externally where a wider recruitment pool is required;
- Advertisements must be brought to the attention of the widest range of people possible using all the most appropriate means; consideration should be given to ensuring that particular groups of people are not excluded;
- The wording of advertisements must be unambiguous and easily understood; salaries, job titles and hours of work must be clearly stated;
- Only those requirements and criteria which are relevant to the job should be included.

Job Description

- There must always be a job description; its wording must be unambiguous and able to be easily understood;
- Adherence to this Equal Opportunities and Diversity Policy must be included in the job description.

Person Specification

- This must be written as a direct extension from the job description and must link specifically to tasks identified;
- The experience, qualifications, personal qualities and attributes listed must be justifiable; skills or qualifications which are not relevant to the post must not be asked for.

Application forms

- Application forms should not request information that is not relevant to the post and that would unfairly discriminate against any applicant; applications forms may request information such as criminal convictions, with the proviso that these do not necessarily mean that the applicant cannot be appointed;
- Application forms should include a specific request for information from applicants concerning facilities which they may require to enable them to attend for interview and to carry out the job, if selected.

Shortlisting

- All members of the interview panel must be involved in shortlisting;
- The process of shortlisting must be conducted in accordance with the person specification;
- Applicants who wish to know why they were not selected must be told.

Interviews

- All members involved in the interview process must be conversant with this Policy and its procedures;
- The same methods of selection must take place for all those interviewed;
- Reasons for decisions made must be recorded; all candidates will be notified as soon as possible of the outcome of their application.
- Applicants from existing Employees or individuals known to the organisation must be treated in exactly the same way as all other applicants to ensure that the recruitment process is fair and objective.

Job offer

- The job offer will be subject to receiving satisfactory references and completion of a Criminal Records Bureau check;
- The job offer will be subject to completion of a probationary period and satisfactory probationary interview;
- If it is suspected that discrimination has occurred at any point during the recruitment process, no job offer can be made until the issue is resolved.

Induction, training and development

- An induction programme will be devised for each new post holder;
- Appropriate training will be made available to further the development of each member of Employees; this will be based on the outcome of the probationary interview, supervision sessions and annual performance review.

Supporting Employees and Volunteers

Specific facilities and equipment which would enable disabled Employees and Volunteers to do their work, will be made available provided these do not cause a hazard to others or are resources which the organisation cannot afford without additional funding.

Consideration will be given to people who have specific individual needs, e.g. child care, religious observance, regular medical treatment. A flexible approach to working hours and to the taking of leave will be exercised subject to the requirements of the post.

Material which is racist, sexist or can be demonstrated to be offensive or discriminatory must not be displayed. We will endeavour to choose and maintain contracts with suppliers and Contractors who pursue anti-discriminatory practices.

Supportive Parents recognises the continuing need for and will provide equal opportunities training to Employees, Contractors, Volunteers and Trustees.

The Board of Trustees

New members of the Board of Trustees will be given induction, training and support in accordance with their individual needs. The individual needs of Trustees will be taken into account as much as is possible when arranging meetings.

Breach of the Policy

Supportive Parents will take seriously any instances of non-adherence to this Policy and its procedures. Any instances of non-adherence will be investigated by designated Board members. Appropriate action will be taken such as deploying the appropriate disciplinary procedures.