

Sutton Information, Advice and Support Service (SIASS) Case Worker

Part/full time: 30 hours per week - permanent contract

Salary: Cognus Band 2 – Starting salary of £33,149.62 FTE (pro-rated to 30 hours)

Location: Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ (Hybrid working)

Cognus Limited is a Local Authority Traded Company, which is commissioned by the London Borough of Sutton to provide education services to early years providers, mainstream schools and specialist education settings in Sutton. Wholly owned by the local authority, we deliver a wide range of high-quality services to deliver excellent practice that improve the lives of children, young people, and families in Sutton and beyond.

Sutton Information, Advice and Support Service (SIASS) is looking for a skilled and approachable Case Worker to join our team.

This rewarding role involves providing impartial and confidential information, advice and support to parents, carers and young people with SEND. You will respond to enquiries by phone, email and in person, helping families understand SEND processes, navigate the system and make informed decisions.

You will manage a varied caseload, providing tailored support with SEND matters, working alongside families, schools and professionals to help resolve issues and achieve positive outcomes. You may also support families at meetings where appropriate and help promote the service through community outreach activities.

We are looking for someone with excellent communication skills, strong organisational abilities and a commitment to providing high-quality, impartial support. Knowledge of SEND legislation and the SEND Code of Practice is desirable, although training and ongoing professional development will be available.

This is an opportunity to make a genuine difference to the lives of children, young people and families in Sutton as part of a friendly and supportive team.

You will give us great commitment and in return we offer an excellent package including:

- i) Starting salary of £33,149.62 FTE per annum (Cognus Band 2) *pro-rated to 30 hours*
- ii) Workplace pension scheme 4% to 8% matched contributions
- iii) 28 days annual leave pro rata (plus Bank Holidays)
- iv) Regular manager support and supervision
- v) Hybrid and flexible working
- vi) Staff benefits package; currently including Employee Assistance Programme, life insurance, employee benefits platform and (upon completion of probation) health care *[Cognus reserves the right to adjust these additional discretionary benefits to improve quality of their services provided, maintain affordability for the Company and to ensure benefits remain fit for purpose with staff needs.]*
- vii) Staff EDI group
- viii) Cognus Coaching Programmes
- ix) An ambitious culture with friendly and supportive colleagues

If you are interested and would like to be considered for this role, please apply to recruitment@cognus.org.uk with the completed application form, which can be [downloaded from our website](#), outlining your suitability.

The deadline for receipt is **11:30am Friday 21st August**. Candidates are requested to be available for interview on **Friday 28th August**.





For an informal conversation about the role, please contact Ciar Egan, SIASS Manager at ciar.egan@siass.co.uk

All offers of employment are subject to successful completion of recruitment formalities which includes an enhanced DBS check. These checks must have been completed before the commencement of employment. We expect our staff to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Company and Sutton's Local Safeguarding Partnership.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.



JOB DESCRIPTION

POSITION:	Sutton Information Advice and Support Service (SIASS) Case worker
DIVISION:	Inclusion
REPORTS TO:	SIASS Manager
GRADE/PAY:	£33,149.62 FTE (Cognus Band 2) Pro-rated to 30 hours
LOCATION:	Cognus Office, First Floor, Cantium House, Wallington, SM6 0DZ

JOB SUMMARY

SIASS provides free, confidential, impartial, and accessible information, advice and support for parents and carers of children and young people (aged 0 to 25) with special educational needs and disabilities (SEND), and young people with SEND themselves, in the London Borough of Sutton.

We are a statutory service and exist to ensure families of people with SEND and young people themselves have the information, advice, and support they need to navigate the SEND system, make informed choices about Education, Health, and Social Care, and successfully express their views. More information can be found on our website, www.siass.co.uk.

PRINCIPLE ACCOUNTABILITIES:

1. To provide confidential and impartial information, advice to parent/ carers of and young people with SEND in Sutton who call or email into the SIASS helpline. To provide parent/carers of and young people with SEND in Sutton with direct support in completing SEND paperwork, understanding SEND processes, and attending meetings with schools or the Local Authority to impartially resolve disagreements and foster partnership working and forward movement.

- a. Provide impartial, confidential advice and support as prescribed in legislation and guidance including Children and Families Act 2014, Special Educational Needs Code of Practice 2014, Quality Standards, DfE guidance, Equality Act and other relevant guidance.
- b. Work collaboratively to manage and respond to email, voicemail and booked virtual enquiries that come into our duty inbox in a timely manner.
- c. Act as a caseworker, managing casework referrals from Young People with SEND and parents/carers of children with SEND as they are received.
- d. Support with complex issues and work together to achieve positive outcomes within a multi-agency context.
- e. Inform parents, carers and young people of their legal rights and responsibilities.
- f. Work in partnership with parents and carers of children with SEND, and with young people with SEND to ensure they fully participate in discussions and decisions and to promote independence and self-advocacy.
- g. Support parents, carers and young people at meetings to ensure their views and needs are represented and taken into consideration.
- h. Support parent/carers and young people through appeals processes and where appropriate represent parent/carers and young people at Tribunal Hearing.
- i. Display wholehearted commitment to partnership working with parents, carers, young people, education settings, statutory and voluntary agencies and organisations to ensure that statutory duties are met.



2. To promote SIASS by attending outreach events throughout the year such as Parent/Carer coffee mornings, Best Start Family Hubs etc

- a. Attend and participate in internal and external events and networks to support and promote the work of SIASS.

3. To provide effective training to parent/carers, young people, local education, health and social care professionals to increase knowledge of SEND law and local policies

- a. Develop and provide training for a variety of stakeholders in areas including guidance and law relating to SEND. Co-deliver and support training led by partners as required.
- b. Develop and maintain relationships with key staff across a variety of settings which may include parents, carers and young people, educational settings, health and social care, National IAS services, voluntary and statutory agencies and organisations.
- c. Support schools/education settings and other services, through the provision of specialist knowledge, assisting them to understand SEND law, and better support specific cases.

4. To regularly and effectively input service delivery data to ensure accurate reporting.

- a. Ensure the effective recording of data into relevant systems
- b. Maintain relevant data as required using relevant systems (e.g. CrossData, Excel)
- c. Collect and record impact measurement and outcomes data.
- d. Attend and contribute to team meetings, steering group meetings and wider organisational meetings and events as required.

5. To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Cognus Limited and Sutton Council's Safeguarding Children's Board.

- a. Display awareness of and comply with Safeguarding regulations, policies and procedures.
- b. Attend all required safeguarding training

6. Carry out any other duties as reasonably required.

GENERIC OBJECTIVES:

Contribute to Cognus Limited's business objectives at the appropriate level by ensuring every child matters and has access to education and learning opportunities, including:

- a) Health and safety
- b) Safeguarding and protection of children
- c) Equal opportunities and management of diversity
- d) Data protection
- e) Outstanding Customer care

GENERAL:

SAFER RECRUITMENT:

Cognus is committed to safeguarding and protecting the children and young people that it works with. An offer of employment is subject to safer recruitment practices which include an enhanced DBS check,



two professional references acceptable to Cognus Limited, proof of qualifications, proof of right to work in the UK, proof of personal address and employment history covering 5 years and, fitness to work with children (occupational health assessment). These checks must have been completed prior to commencement of employment. We have a range of policies and procedures in place which promote safeguarding and safer working practices across the organisation.

PROCESSING OF DATA:

- a) You (“the employee”) consent to the holding and processing of personal data provided by you to the Company (“the Company”) for all purposes relating to your employment, but not limited to administering and maintaining personnel records, paying and reviewing salary and other remuneration and benefits, undertaking performance appraisals and reviews, the compulsory Disclosure and Barring Services check (DBS) details in line with its statutory responsibility to safeguard and protect children and vulnerable service users; maintaining sickness and other absence records and taking decisions as to your fitness for work.
- b) You hereby acknowledge and agree that the Company may, in the course of its general and statutory duties as an employer be required to disclose personal data relating to you for legislative purposes during or after the end of your employment. This does not affect your statutory rights under the General Data Protection Regulation 2018.

CONFIDENTIALITY AGREEMENT:

- a) During the course of your employment, you will have access to and knowledge of Company confidential information and trade secrets.
- b) Disclosure of any of this confidential information and/or trade secrets could have serious financial consequences and/or create serious competitive disadvantages for the Company. There may be material damage, financial or otherwise, deliberate or otherwise, to the Company’s legitimate business interest.
- c) Under the terms of this confidentiality agreement, you agree to keep secret and shall not at any time, either during employment or post-employment, use, communicate or reveal to any person any trade secret or confidential information relating to the Company or any Associated Company.
- d) You are aware of the Company’s policies in relation to compliance with the General Data Protection Regulation and undertake to act in accordance with these at all times. Any breach of these policies will be dealt with under the Company’s disciplinary procedure and action taken can include dismissal without notice.

This job description and person specification outlines the summary of key accountabilities and is not an exhaustive list of duties and, is subject to periodical review and changes in line with the business needs.



PERSON SPECIFICATION

The main duties and responsibilities of the post holder are indicated below although other duties of an appropriate level and nature will also be required as necessary.

No	Description	Criteria
1	Have an up-to-date knowledge and good understanding of SEND law and statutory guidance	D, S, I
2	Willingness to undertake and complete mandatory IAS legal training through IPSEA Level 3 and engage in ongoing professional development.	E, S, I
3	Strong organisational skills, superb with deadlines and ability to manage competing priorities and manage complex and varied workloads.	E, S, I
4	Strong interpersonal skills, including active listening, and impartial dispute resolution skills	E, S, I
5	Ability to manage time effectively, to work on own initiative, to manage and prioritise own workload.	E, S, I
6	Ability to maintain impartiality and confidentiality	E, S, I
7	Ability to plan and deliver community workshops in accordance with the IASS minimum standards.	D, S, I
8	Excellent customer service and communication skills, both written and oral, and the ability to communicate complex matters clearly and concisely.	E, S, I
9	Ability to work effectively as part of a team, both internally and externally	E, S, I
10	Experience using (or ability to learn) a wide range of IT packages, including (but not limited to) Microsoft Teams, Outlook, Word, Excel, PowerPoint	E, S
11	Embodies the Company's values in professional and daily life: • demonstrates integrity • develops and maintains effective professional relationships • communicates effectively and openly in a manner tailored to the audience • open to new ideas • embraces change • responds to customer needs and questions • values the opinion of others	E, S, I
12	Honours and upholds the Company's Equal Opportunity Policy, Dignity at Work Policy, Safeguarding and Protection of Children, Health and Safety and Data Protection Policy at all times. Understanding of confidentiality, GDPR and information governance issues and how these are observed and maintained.	E

Key:	D	Desirable	I	Evaluated at interview
E	Essential	S	Shortlisting criteria	T Subject to test

