

SENIOR PIAS SUPPORT CO-ORDINATOR



Role Profile

Title	Senior PIAS Support Co-ordinator	
Grade	GRADE F	
Reference:	N48/I462	
Reports to:	Manager PIAS	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Technical Manager	
Primary purpose of role	To advise and support the manager of PIAS (Plymouth Information, Advice and Support for SEND) with regard to all aspects relating to the operation of the service. To provide supervision and/or co-ordination for SENDIASS (Special Educational Needs and Disabilities Information Advice and Support Services) Case Officer and/or Parenting Programme Facilitators and ensure effective management of the performance of staff within the post holder's area. To lead on and provide high level advocacy and negotiating skills for very demanding and complex cases. To assist the PIAS to enable best quality in information exchange between all agencies and parents/carers in Plymouth.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Responsible for the operational work of staff within one of the groups in the PIAS, prioritising to meet required deadlines and targets for service delivery. Issues raised by clients (parents and young people) are resolved to their satisfaction. Disagreement resolution between parents/carers and schools or other agencies in Services to Children and Young People is promoted. (60%) To hold lead responsibility for a named theme of PIAS work and maintain detailed knowledge of legislation, guidance and best practice in this area. Information and advice services are provided to young people and parents of children with special educational needs (SEND) 	Role measures <ul style="list-style-type: none"> Volume and complexity of level one and two cases. Positive resolution of cases. High quality feedback from service users. Feedback from training courses delivered to volunteers, parents/carers, and other professionals. Feedback from participants of Parenting programmes. Feedback from referrers about positive outcomes for families who have attended parenting programmes

	<ul style="list-style-type: none"> Parents/carers are more able to meet the needs of their children (30%) To promote an awareness of the work of PIAS amongst parents/carers, voluntary agencies, schools and all relevant agencies. (10%) 	
Key activities	<ul style="list-style-type: none"> To manage a team of staff and allocate work within a named area of responsibility. Provide support, training, and practice supervision of staff involved in the delivery of the work of PIAS. Model awareness and care in information exchange and act to reduce conflicts of interest wherever possible. Ensure that staff maintain, and explain to parents and professionals, impartiality and confidentiality in accordance with PIAS policy. (60%) To maintain up to date specialist knowledge of legislative and guidance frameworks regarding Information Advice and Support for SEND and/or maintain up to date specialist knowledge of requirements for best practice in delivering evidence based parenting courses. Contribute to the development of practice guidelines. Provide high level advocacy and negotiating skills for very demanding and complex cases. (30%) To monitor and evaluate the performance of the team, analyse and interpret information to prepare reports as required. Ensure that comprehensive and accurate records are maintained through consistent and appropriate use of ONE (EMS) or other systems as directed. (10%) Undertake other duties appropriate to the grade of the post. 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> Knowledge of procedures and policy, legislation and Codes of Practice relating to the work of an Information Advice and Support Service for SEND and/or working within guidelines to ensure fidelity for evidence-based parenting courses. Understanding of impartiality and confidentiality and the implications for practice in this field of work. Knowledge of pre-schools, Primary and Secondary school systems, including free schools and academies. Knowledge and understanding of child protection policies and the principles of safeguarding children and young people. Knowledge and understanding of barriers that may impact on parenting capacity 	
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> An understanding of the needs of disadvantaged or excluded groups in society and an awareness of the Equal Opportunities/Anti-discriminatory Practice principles relevant to address these needs. 	

	<ul style="list-style-type: none"> ▪ Knowledge of current service provision for families living in Plymouth local authority area. ▪ Established skills for word - processing, e-mail and desktop publishing. ▪ Evidence of relevant continuing professional development
Essential experience	<ul style="list-style-type: none"> ▪ Experience of leading and supporting the work of others in the field parenting and/or education support ▪ Experience of supervising and developing staff. ▪ Recent and substantial experience of working with parents/carers and families. ▪ Significant experience of working across multi-agency settings ▪ Recent experience of contributing to the planning and delivery of group training programmes for adults
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of working with and supporting volunteers
Essential skills	<ul style="list-style-type: none"> ▪ Excellent communication and presentation skills at many operational levels, exchanging complicated or sensitive information, working with a range of professional and service users. ▪ To be able to show resilience to fast changing sets of demands at many levels of interaction with others. • To use skills of persuasion and diplomacy to work with a range of professional and service users. ▪ Ability to offer supported information and advice to parents / carers including the ability to convey complex legal/medical information in an accessible and 'parent friendly' manner. ▪ Excellent presentation skills for meetings with individuals and groups. ▪ Ability to keep accurate and up to date records, including notes of multi-agency meetings. ▪ Ability to work on own initiative and establish priorities. • Ability to represent the service in policy and strategic development groups. ▪ Keyboarding skills are required to produce emails, memos, letters and record information relating to families. • Organisational and planning skills to ensure that the service meets standards as set out in the SEN Code of Practice and exemplifications for Information and Advice Services and/or evidence based parenting courses. ▪ Advanced use of the internet to undertake research on specific issues and incorporate into working practices. ▪ Problem solving and planning skills required to manage own workload and that of the staff for whom they are responsible. ▪ Working to deadlines is a feature of the job, interruptions can occur resulting in the post holder having to reprioritise tasks in order to meet deadlines. ▪ Recognition and understanding of personal and professional boundaries and their impact on the impartiality of interactions with service users.

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.