

# Information, Advice and Support Officer

Service	Reporting to	Location	Grade
Children's Services SEND / SIASS	Corrine Williams SIASS Manager	Salford – Unity House (flexible / hybrid)	3C

## About the role

Salford Information, Advice and Support Service (SIASS) provides impartial information, advice and support to parents and carers of children and young people aged 0–25 with special educational needs and/or disabilities (SEND), as well as directly supporting young people aged 16–25 where appropriate.

The role involves delivering a responsive, accessible service to ensure families are well informed and able to actively participate in decision-making about education and support.

You will manage a varied caseload and deliver support through a range of methods, including:

- One-to-one sessions with parents and carers
- Attending meetings in schools and other settings
- Supporting school and college open evenings
- Working with parent groups and community sessions
- Engaging with young people's clubs and activities
- Delivering drop-in sessions in schools and colleges
- Providing telephone advice and support
- Maintaining up-to-date information on the Local Offer, SIASS website and social media.

The service operates within a small team and manages a high volume of referrals, while maintaining a high standard of service delivery

## Key outcomes

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- Children, young people and families feel listened to, respected and supported, and are able to influence decisions that affect their lives.
- Families receive the right support at the right time, helping to reduce inequality, escalation and avoidable crisis.
- The role contributes to better life chances and long term outcomes for children and young people with SEND in Salford.
  
- Effective management of caseload, ensuring timely and appropriate support
- Accurate and up-to-date recording of all casework
- High levels of customer satisfaction, including positive feedback
- Delivery of training and workshops to support professionals in SEND processes
- Evidence of flexible service delivery beyond individual casework
- Strong engagement and reach, including fathers and young people
- Active support to parent groups in relation to SEND
- Increased awareness of SIASS and how to access the service
- Reduction in escalation, with low levels of SEND tribunals .

## What we need from you

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- Proven experience working with children, young people and families (ideally in SEND services)
- Working knowledge of SEND legislation, including the Children and Families Act and the SEND Code of Practice (Part 3) and a commitment to applying this in a child centred way.
- Ability to build and maintain positive relationships and partnerships
- Strong communication skills, including the ability to explain complex information clearly
- Confidence to manage conflict and challenge where appropriate
- Commitment to empowering parents and young people
- Ability to work independently and as part of a team
- Ability to manage and prioritise workload in a high-demand environment
- Strong IT skills, including maintaining accurate electronic records
- Ability to contribute to digital communication, including website and social media
- A flexible and creative approach to working with families
- Understanding of diverse communities and cultures
- Commitment to organisational values and behaviours, **Salford ways of working**.

# What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

## Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

## Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

## Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

## Tailored Development

We will support your personal and professional development, ensuring you have the skills and confidence to succeed in your role. This includes ongoing learning and regular updates on SEND legislation, including the Children and Families Act and SEND Code of Practice. You will develop key skills in communication, advice and support, and working effectively with families. You will have access to relevant training, briefings and partnership learning opportunities. Through regular supervision and reflective practice, you will be supported to build confidence, improve your practice and contribute to ongoing service improvement.

# A digital organisation

## Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

## Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

# Our leadership behaviour framework

**Leadership is action, not a position. It's not just what we do but how we do it.**

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

**This framework is broken down into three main areas:**



**Leading Self** - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

**Leading People** - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

**Leading Salford** - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

### Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: