



**Sunderland Information, Advice and Support Service (SENDIASS) hosted by
Sunderland Carers' Centre**

Job Description

Post	Sunderland SENDIASS (Special Education Needs Information, advice, and Support) Contact Co-ordinator
Salary	£20,692.94 (pro rata)
Hours of Work	20 Hours per Week (4 hours, 5 days a week OR 5 hours Monday - Thursday)
Holidays	98 hours per Annum
Location:	Hosted by and located at Sunderland Carers' Centre, Thompson Road, Sunderland
Responsible to:	Sunderland SENDIASS Service Manager

Job Summary. The Contact Co-ordinator will be initially responsible to the SEND IASS Services Manager of Sunderland SENDIASS hosted by Sunderland Carers' Centre. The overall purpose of the role is to ensure that all children, young people with special educational needs and disabilities and their families have access to impartial SEND information, advice and support including online support, as stated in the Special Education Needs and Disabilities (SEND) Code of Practice 2014.

The post holder will be required to deliver services with an emphasis to children, young people and their families.

Acting as initial point of contact to the service, the Contact Co-ordinator will work with the SENDIASS Team to deliver impartial SEND information, advice, and support.

Equal opportunities. Sunderland SENDIASS recognises that the needs of children, young people, and their families are paramount within the services it offers. The service and its host organisation Sunderland Carers Centre are committed to a policy of equal access to employment and provision of its services regardless of race, religious or political beliefs, ethnic or national origin, culture, gender, sexuality age or disability

Working Relationships.

Internal: The post holder is accountable to the Sunderland SENDIASS Service Manager with whom they will liaise on a regular basis.

The post holder will be ultimately accountable to the Board of Trustees and the Chief Executive Officer.

External: The post holder will ensure Sunderland SENDIASS influences decisions that benefit children, young people and their families at a local, regional and national level, working closely with both statutory and voluntary sector partners.

Main Duties and Responsibilities:

- Provide an initial point of contact to service users via telephone, email, or website.
- Responding to calls, emails and website referrals to the SENDIASS helpline and logging details onto our Charity Log recording system
- Dealing with telephone and email enquiries in a courteous and efficient manner
- Updating and maintaining SENDIASS social media, to ensure they are accurate and accessible to families.
- Attending staff meetings as required.
- Office tasks including printing and postage of documents.
- Maintaining databases and manual filing systems in line with data protection procedures.
- Supporting Programme Manager with service monitoring requirements.
- As part of the Sunderland SENDIASS team, you will help to provide an impartial, confidential service in matters relating to special education needs and/or disabilities (in addition to health and social care) to parents/guardians, and young people.
- Provide a professional welcome to all service users, presenting a positive impression of both the service and host organisation.
- Ensure all queries are answered and dealt with in a timely and professional manner.

- Assist the team with the day-to-day operation, administration, and development of the service.

Other Responsibilities:

- Contribute to the development of service priorities, good practice and development of the organisation including service evaluation as required, highlighting strategic issues/and or trends.
- Be an effective member of the team, attending team meetings, supervisions, and appraisals as and when required.
- Adhere to all policies and procedures of the organisation, whilst maintaining confidentiality.
- Any other duties as and when required by the organisation.

Person Specification – SENDIASS Contact Co-Ordinator

Criteria	Essential	Desirable
Education and Training	<p>Computer skills including databases, spreadsheets, Microsoft Word, Excel, Outlook and Publisher</p> <p>Strong and accurate keyboard skills</p> <p>GCSE English and Maths or equivalent</p> <p>Excellent written English</p>	
Achievements, Experience, skills and abilities	<p>Call handling skills</p> <p>Ability to prioritise and organise own work</p> <p>To demonstrate an ability to communicate effectively and accurately in a professional manner</p> <p>Ability to process information accurately</p> <p>Ability to work under pressure in a fast paced team</p> <p>Ability to work within a team</p> <p>To demonstrate a welcoming and effective manner</p> <p>To convey the professionalism of the Team at all times.</p> <p>To be self-motivated</p> <p>The ability to maintain confidentiality</p> <p>Experienced in providing excellent customer care</p>	<p>An understanding of the issues facing parents, carers and young people with SEND</p>

