

Springboard

Job Description and Person Specification: SEND Service Coordinator



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Job Title: SEND Service Coordinator

Salary: £19,000 - £21,500 per annum

Contract: Permanent

Hours: Part-Time, Full-Time (up to 35 hours per week, to include weekend working)

Location: Horsham / Crawley

Reports to: Head of Operations

About Us

Springboard has been working with disabled children, young people and families for over 25 years. We deliver a wide range of services, support and activities in the South East, reaching over 500 families a year.

Our vision is:

A world of equality where all disabled children, young people and their families can reach their full potential.

Our mission is to:

- Facilitate and offer advice and support to disabled children, young people and their families.
- Create environments and deliver services that develop identity and build self-esteem.
- Advocate and raise awareness on disability and the barriers associated.
- Enhance children, young people and their family's physical and emotional wellbeing.

Springboard has five core values which underpin and guide the way we work in all that we do, we are:

- Caring
 - Fun
 - Inclusive
 - Passionate
 - Adaptable
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SEND Service Coordinator

The main purpose of the job:

SEND Service Coordinators are key to the delivery of a variety of services for disabled children, young people and their families.

Working closely with the Head of Operations, and with the support of Springboards SEND Children and Young People's Team, SEND Session Leads, Support Workers and volunteers, you will coordinate the delivery of person-centred sessions, activities and services.

You will have a creative and flexible approach, supporting disabled children, young people and families under Springboards principles of; Value and Respect, well-being and Relationships, Aspirations and Potential and Independence and Inclusion.

SEND Service Coordinators are key in the operational delivery of Springboard's new strategy and help the charity achieve its vision of a world of equality where all disabled children, young people and their families can reach their full potential.

Service Delivery Coordination

- To work with Springboard's SEND Children and Young Peoples Team to plan, coordinate and deliver a range of sessions, activities and services on a budget that is coproduced with our cohort of SEND disabled children, and young people, young adults and their families.
- To work closely and support local multi-disciplinary teams, including those in the public, voluntary and private sectors to provide holistic, wrap-around support for SEND children, young people, young adults and their families.
- Build trust and relationships with SEND children, young people, young adults and their families, by having regular communication, conducting initial visits, helping with solutions to their challenges and sharing positive outcomes.
- To work collaboratively and professionally with SEND children, young people, young adults and their families alongside partner organisations in a variety of sectors.
- Provide operational supervision and direction to Support Workers, Session Leads and volunteers.
- To develop links with schools, colleges and volunteer organisations to recruit volunteers.
- To recruit, induct, train and support volunteers within the SEND children and young people's services.

Person Centre Care and Support

- To support children and young people with disabilities, with their physical care, personal hygiene needs and daily life tasks & skills as required by their person-centred plan (PCP), ensuring that their independence is preserved and developed as far as possible and affording appropriate levels of privacy and dignity.
- To support & facilitate communication with individual's relatives, friends, professionals and other members of staff/volunteers, to ensure the continuity of quality and safety in the provision of support.
- To work within a person-centred approach to encourage children and young people to maintain maximum independence, taking into account their physical and emotional condition, as well as their current skills, personal choices & aspirations.
- To encourage & support individuals to participate in the running of the service provision.
- To help individuals with mobility and other physical or sensory disabilities and assist in using support aids and personal equipment.
- To actively encourage individuals to participate in programmes and activities as identified in their PCP.
- Where required, to administer medication in line with training received and policies/procedures of Springboard.

- To become familiar with any changes in the individuals' condition or situation at the beginning of each session/activity, as well as any associated changes in the working environment, premises or location.
- To ensure that record-keeping is maintained and updated in an accurate, timely and confidential manner.
- To report & record any incidents or events that may have an impact on the individual's PCP, liaising with the immediate supervisor (and/or any other relevant staff/volunteers) as appropriate.
- To be responsible for maintaining and improving own knowledge and skills through experience and training.
- To maintain an awareness of an individual's care plans and risk assessments relating to specific support needs, for example, dysphagia, mobility & safety.
- Where required, to escort and assist individuals in and around the service environment, as well as in the wider community.

Safety and Safeguarding

- To carry out all duties in line with Springboard's safeguarding policies and procedures.
- Maintaining high standards of environment safety, safeguarding and quality as well as ensuring an adaptable, inclusive and caring atmosphere.
- To undertake risk assessments for all activities, sessions and services including tailoring risk assessments to the specific needs of the individuals or group attending.
- To coordinate safe transport arrangements for service users, staff and volunteers
- To attend and keep up to date with relevant training and qualifications to meet the role requirements, and provide high-quality service provision and outcomes for disabled children, young people and their families.
- Develop and review risk assessments, care and development plans to support disabled children, young people and their families in reaching their potential and safe working practices are in place.
- Work in line with Health & Safety and Data Protection procedures, and legislation compliance and ensure Springboard meets all statutory obligations taking prompt corrective action to address anomalies, inconsistencies or risks.
- To work within the regulatory compliance requirements applicable at the respective service.
- To participate in supervision, staff meetings and training activities (including updates) as required, sometimes off-site and outside of normal working hours.

Resources, Data and Systems

- Administer referrals and enquiries, case recording, and case management alongside monitoring, evaluation and reporting in line with Springboard's systems, policies and procedures.
- Maintain Springboards monitoring, evaluation and case management system, ensuring that best practice is maintained.
- Store and manage documents with the file management system concerning operation delivery.
- Ensure that records are accurately maintained and errors or duplicates are identified and corrected as required.
- Work in line with Health & Safety and Data Protection procedures, and legislation compliance and ensure Springboard meets all statutory obligations taking prompt corrective action to address anomalies, inconsistencies or risks.

General Duties

- Contribute to achieving the overall vision of Springboard
- Attend, participate and chair team meetings as and when required
- Present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the reputation of Springboard.
- Ensure everyone's experience of Springboard is positive.
- Work within professional boundaries maintaining safety, safeguarding and appropriate confidentiality at all times.

- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within Springboard's teams.
- Comply with all published Springboard policies and procedures.
- Work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.
- Participate in undertaking periodic reviews of this job description for consideration by the management team and trustee board.
- Undertake any other tasks as directed by the Operations Manager and/or Senior Leadership Team.

Person specification

Job Title: SEND Service Coordinator

This is a specification of the qualifications, training, experience, knowledge, skills, abilities and personal attributes that are required to effectively carry out the responsibilities of the post (as outlined in the job description) and forms the basis for selecting a candidate.

Qualifications and Training	
Qualified or willing to work towards a level 3 in a relevant field, e.g. Early, Childcare, Play-work, Social Care, Health, Youth Work, Early Years.	E
GCSE grade C (or equivalent) or above in English and Maths	E
Training in first aid, disability awareness, work with children and young people or willing to undertake these	E
Full Driving License	D

Experience	
Experience working with children, young people and young adults with SEND and associated disabilities and their families, or one or more groups of vulnerable people	E
Experience working within a QSF (Quality Standard Framework - is a set of outcome-based standards that supports organisations based on the principles of Quality, Safety, Innovation and Continuous Improvement), and monitoring service delivery against agreed targets	D
Experience with the planning, preparation and delivery of services to children and young people	D
Experience in the risk assessment process, and development of strategies to tackle identified risks	D
Experience in supporting children and young people with SEND and associated disabilities in a variety of settings, both internal and external; for example, in a centre, at home, in the community and on public transport.	D
Experience in record keeping – to include attendance records, assessments, progress reports, feedback, case studies and an understanding of how this high-quality data demonstrate impact.	D
Experience in planning, developing and delivering services, including leading a team, working collaboratively with internal and external professions/teams and children, young people and young adults with SEND to create schemes of work that can be tailored to individuals.	D

Knowledge	
Understanding of the voluntary, health and social care sector and, in particular, knowledge of disabled children, young people and family services.	D
Understanding of health, social care or education services.	D
An understanding of safeguarding, professional boundaries and the challenges faced by disabled children, young people and families.	D

Understanding of children and young people with SEND and associated disabilities, including inclusive ways of working, ability to communicate on different levels and supporting positive behaviour strategies.	D
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Skills and Abilities	
Able to demonstrate warmth, compassion and unconditional positive regard for the disabled children, young people and families we support and develop trusting relationships based on empathy and respect.	E
Able to work with Springboard's financial and petty cash systems and maintain accurate records in this respect.	E
Able to establish, develop and maintain constructive and professional relationships, both internal and external, with a wide variety of professionals and carers.	E
Ability to communicate effectively with multiple audiences, including young people with disabilities, parents, other professionals internally and externally – with an ability to deliver messages in an interesting and stimulating style, appropriate to each audience	E
Ability to work in a team and multi-discipline organisation; share ideas, provide and receive support; maintain positive relationships; able to communicate positively and effectively with all staff and volunteers.	E
comfortable working to targeted outcomes for young people and keep them at the heart of what we do (person-centred approach)	E
Ability to manage workload effectively whilst maintaining a healthy work/life balance.	D
Ability to reflect constructively and critically on own practice and support others to do the same.	D
Proven ability to use information technology effectively whilst willing to learn and develop (where required) new IT skills and knowledge.	E
Excellent verbal and written communications skills, including the proven ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods.	E

Personal Attributes	
Commitment to Springboard's vision, mission and values.	E
Attentive to appropriately meeting people's needs	E
Positive, dynamic and energetic	E
Proactive with a flexible approach to change	E
Willing to work evenings and weekends	E

Conditions of employment

In light of legislation (Section 8 Asylum and Immigration Act, January 1997), as a condition of being able to commence employment with Springboard, the successful candidate will be required to provide documentation to prove that they can work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance Number
- Birth certificate or British passport
- Certificate of registration, or naturalisation as a British Citizen
- Passport or documentation evidencing citizenship of an EEA country

Probation

The appointment is subject to a probation of six months.