



<b>JOB DESCRIPTION:</b>	Children and Young People's Information, Advice and Guidance Coordinator
<b>REPORTS TO:</b>	Children & Young People's Services Manager (IAG)
<b>LOCATION:</b>	Home based. Occasional travel to the office and locations around the UK; specifically in designated region, as required.
<b>LINE MANAGES:</b>	Inclusion Support Volunteers

## **PURPOSE**

The Children and Young People's Coordinator (IAG) works with children and young people with spinal cord injury and their families, providing specialist information, advice and guidance to navigate multiple systems, services and organisations so that they can access the education, care, equipment and social support they need at the right time to ensure that they:

- Are able to reach their full potential
- Have the confidence and practical skills to live a full independent life
- Have support to achieve the goals that matter to them

The role will work together with the young person and their family and in partnership with the rest of the Back Up team, education providers, NHS SCI paediatric services and other statutory partners.

## **VALUES**

All roles at Back Up should reflect our core values:

**We embrace challenge**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

**We have fun**

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

**We build inclusive communities**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

**We are ambitious for each other**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

## **PRINCIPAL ROLE**

The Children and Young People's Coordinator (IAG) will work to promote, deliver and develop support for children and young people with spinal cord injury and their families. This will naturally include support to achieve inclusion in mainstream education settings, (from early years, through primary, secondary, further and higher education), as well as developing knowledge and resources to empower children and young people and their families to understand their rights and navigate the services and support they need, when they need it.

## **SPECIFIC DUTIES**

### **Service delivery**

- Empowering families to make informed contributions and decisions related to their education, health or care, through individualised support and guidance.
- Manage a varied and complex caseload covering a range of issues affecting children and young people including, but not limited to: inpatient or residential care, information related to Care, Education & Treatment Reviews (CETRs), Education, Health & Care Plans, support within educational settings, dispute resolution, education and Post 16 options; school exclusions, complaints.
- Understand the needs of children and young people with spinal cord injury returning to education and provide specialist person-centred inclusion support to them and their families.
- Understand and be able to respond appropriately to the often-complex network of support available
- Working using a multi-agency approach to ensure that professionals involved are aware of and delivering to their statutory obligations; empowering and advocating for the family to ensure their needs are met.
- Ensure the voice of the young person is at the centre of all support.
- Liaise with and attend clinical settings across the region to develop engagement and identify children and young people and their families who need our support.
- Assessing referrals to understand how best Back Up can support the young person, family and where required, the education settings to enable inclusion.
- Coordinate and support inclusion support volunteers to attend meetings, give presentations and support children, young people and families
- Work closely with the Children and Young People's Service Manager (IAG) and wider services teams to take referrals from a range of sources and ensure seamless support for children, young people and families across all Back Up services.
- Proactively refer children, young people and families to Back Up's other services or to other organisations for support where appropriate to meet their wider needs.
- Develop relationships with NHS staff and allied professionals in your region to grow and sustain awareness of the service to reach more children, young people and families.
- Develop the service to better meet the needs of children and young people with spinal cord injury.
- Develop and maintain literature, webpages and other communications to promote the service to children, young people and families and other stakeholders
- Attend family weekends and other events in your region to run parent education sessions
- Organise, support and oversee occasional information sessions with specialist partners on a range of topics, such as SEND reforms, EHCP guidance etc.

### **Professional Practice**

- Maintain and share knowledge of current legislation, policy and best practice in relation to the support of children and young people with special educational needs and disabilities (SEND).
- Liaising constructively with key professionals, internal teams and other agencies.
- Acting consistently, energetically and proactively on behalf of the child, young person and their family.
- Being a champion of rights based, person-centred care, empowering young people's voices on behalf of the child, young person and their family, working as partners to explore what matters to them, together identifying what support is required to help them achieve their full potential and achieve the goals that matter to them.
- Providing person centred information, advice and guidance to children, young people and their families related in line with Care Act (2014) Children and Families Act (2014); SEND Code of practice (2015); Equality Act 2010 in a range of formats.

- Empathising and working with clients professionally in times of distress.
- Developing a robust communications & engagement strategy designed to provide clear, supportive communications to children, young people and their families and services including but not limited to user-friendly explanations information and resources.
- Participating in CPD and other training activities keeping abreast with relevant research and national guidance.
- Attend meetings and conferences in your region, developing and delivering presentations to represent Back Up to promote the service and share good practice.
- Strengthen Back Up's role through networking with other organisations.
- Work as part of a team to maintain and promote Back Up's Education Inclusion toolkit to education settings, parents and young people to support the full inclusion of young people with spinal cord injury
- Work as part of a team to share and influence best practice through publishing/linking with key periodicals and websites

### **Volunteers**

- Recruit, induct, support and develop volunteers for the service in your region – including where required during individual cases to ensure safety and wellbeing.
- Liaise, brief and debrief volunteers who are providing support to children and young people with spinal cord injury.
- Work with the Volunteer Development Manager to develop and deliver volunteer development activities annually
- Develop resources for digital or in-person meetings for the volunteers to deliver

### **Youth Voice**

- Support with Youth Advisory Group (YAG) events
- Delivery of YAG sessions and support
- Advocating for YAG aims – putting into practice their ideas
- Support with YAG led activities as they arise.

### **General**

- Maintain and develop quality standards of the service
- Report and liaise closely with the Safeguarding Team and other professionals (where required and appropriate) on cases of concern
- Share knowledge and provide input to the wider team on issues affecting children and young people with spinal cord injury.
- Monitor, measure, communicate and evaluate outcomes of the service; encouraging service users to share their experiences (where possible and appropriate).
- Source and develop case studies and working with the fundraising team to support the case for support with trust funders.
- Work with teams across Back Up to share and communicate the work of the service; such as specific projects with the communications team on campaign/messaging and/or content.
- Achieve aims, targets and milestones in line with the business plan
- Maintain accurate records of all contacts on the database
- Manage risk in relation to the service (including safeguarding children procedures)
- Report regularly to management, trustees and funders
- Liaise with funders and other Back Up teams to ensure sustainability of the service
- Other duties as required by the Children and Young People's Services Manager (IAG).

## **PERSON SPECIFICATION**

### **Essential:**

- Experience of working with children, young people and families
- Experience of working with healthcare professionals and/or other statutory services.
- Experience of developing good practice resources
- Experience of working with volunteers
- Experience of collaborative team working, as well as multidisciplinary working with a range of stakeholders
- Relevant qualifications and training including IAG Level 2 or above – or a willingness to work towards.
- An understanding of and commitment to inclusion and equality
- Able to listen and to build quick rapport/ relationships with a wide range of people
- Able to respond empathetically and sensitively to young people, their families and professionals and to communicate clearly, diplomatically and persuasively, both verbally and in writing
- Self-starter; able to drive and manage a complex and varied workload
- High standard of IT skills including experience of using databases and MS Office
- Suitable to work safely and appropriately with children and young people
- Willing and able to travel and work occasional evenings and weekends
- Proactive approach to own support needs, health & wellbeing

### **Desirable:**

- Personal experience of spinal cord injury
- Experience of consulting and involving young people in the planning and delivery of services
- Experience of influencing or negotiating with professionals.
- Experience of working with or within the voluntary sector
- Understanding of safeguarding children principles and practice
- Presentation, facilitation and training skills
- Experience of working with or within education settings, especially primary/secondary age.

### **Knowledge of:**

- Education Act 1996
- Chronically Sick and Disabled Children 1970
- Equalities Act 2010
- SEN Code of Practice 0-25, 2015
- SEN Regulations 2014
- Tribunal Procedure (First Tier Tribunal) (Health, Education and Social Care Chamber) Rules 2008
- Children and Families Act 2014
- Knowledge of associated legislation including, Working Together, Adoption and Children Act 2002, Leaving Care Act 2000, Positive and Proactive Care April, 2014, for example.
- Knowledge of child development.
- Strong, holistic understanding of the education, health and care system.
- Knowledge of processes relating to special educational needs including SEN Support; Education, Health & Care Plans; transport, post-16 options and SEND Tribunals, for example.
- Knowledge and awareness of provision, as well as how to apply in practice.
- Strong understanding of children's mental health and human rights.