



Learning Disability Network London

Job Description – SENDIASS Case Worker

Reporting to:	Service Manager
Responsible for:	None
Salary:	£29,490 per annum (£17,694 pro rata)
Hours of work:	22.5 hours per week

Job summary

To provide impartial and confidential SEND information and advice to parents, carers and young people and lead on SEND case work support for children and young people independently accessing Islington SENDIAS.

You will ensure users of Islington SENDIAS (Special Educational Needs & Disabilities Information, Advice & Support) Service are aware of their entitlements and are empowered to make an informed contribution to any decisions made, and resolve disagreements, about their/their child's education, health and social care. You will offer impartial guidance, information, signposting, and support, to families navigating the complexities of SEND systems, including education, healthcare, and social care.

Promote self-advocacy with families, ensuring they are equipped with the knowledge they need to make informed decisions. Be flexible, enthusiastic, and self-motivated, supporting forward thinking. Helping service users to manage navigating the education system and consider different solutions dependent on their current situation. Whilst offering understanding and a safe space for families to do so. You will empower families so that they feel part of a community, are supported, included, and able to thrive.

Safeguarding:

You will safeguard and promote the welfare of children and adults according to LDN London safeguarding policies and relevant legislation. You will speak up against practices that don't support Safeguarding or our Values.

Key responsibilities

Support:

- To provide high-quality SEND casework, information and advice via the service SEND advice line. This is done via phone and emails to parents, carers and young people, coffee mornings and workshops.
- To provide parents, carers and young people with accurate information and advice on a range of matters relating to SEND procedures, with particular regard to the SEND Code of Practice 2014.
- Keeping up to date with information regarding the services/interventions and support provided by other agencies to children & young people with additional and/or Special

Educational Needs, and signposting to additional/alternative local and national services where appropriate.

Groups & Outreach:

- To facilitate group sessions, workshops and family engagement events to provide information, opportunities for community connection, and wellbeing support to families.
- To participate in outreach work and create strong partnerships which promote our services and develop links with other agencies and develop first knowledge of local offer for families and children.
- To attend conferences and other events (as necessary) to raise the profile of Islington SENDIAS and share knowledge and learning with Islington SENDIAS colleagues through regular updates and team meetings.

Record keeping:

- Ensure compliance with data protection with all records and communication
- Maintain robust records in line with quality assurance frameworks, utilising our CRM system, which support review of impact with families and provide evidence for external sources as required.
- Feed into LDN's reporting and evaluation and assist with producing effective monitoring of outcomes. To keep accurate records of all enquiries, actions and follow up activities and keep Islington SENDIAS database up to date.

Professional Development:

- Manage own time effectively to complete all responsibilities to aid serviced development by participating in supervisions, appraisals and relevant meetings.
- Attend internal and external learning events, complete courses and qualifications and develop relevant knowledge, techniques, skills and keep up to date with relevant legislation.
- To maintain up-to-date knowledge of SEND legislation and local practice and undertake developmental activities as necessary to improve delivery of Islington SENDIAS Service.

Other:

- To work flexibly to meet the needs of the service, including some evenings and weekends, and to undertake any other duties that are commensurate with your role, to support and contribute to the success of the SENDIAS Service.
- To have an understanding (appropriate to your role) of, and comply with, LDN London's policies and procedures.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder will be expected to work within agreed budgets and policies and procedures of both LDN London and the individual service, adopting a flexible approach to carry out any duties commensurate to their role. This Job Description and Person Specification were reviewed by the Head of Family Service in September 2026. Next review scheduled for September 2027.

Selection criteria

To be shortlisted for interview you must display sufficient knowledge, experience and reasoning in each of the criteria below using real examples:

	Criteria	Essential/Desirable	Assessment
Education	1. Level 3 qualification in one or more areas of multi-agency provision i.e. Education, Health or Social care, or Graduate level qualification in relevant area. You will be expected to successfully complete all online IPSEA legal training levels within 6 months of joining the service	Essential	Application/ Interview
	2. Have an IPSEA level one qualification	Desirable	
Knowledge	3. Children and Families Act 2014, Team around the family model, Children and Vulnerable adults safeguarding or Adults Safeguarding.	Essential	Application/ Interview
	4. Knowledge and understanding of current special educational needs principles and procedures.	Essential	
	5. Awareness and understanding of the legislation relating to special educational needs, the SEND Code of Practice and Disability Discrimination.	Essential	
Experience	6. Direct work with families who have children/ adults with SEND on 1:1 or group basis.	Essential	Application/ Interview
	7. Experience in planning and delivering workshops and events for parent/ carers and young people	Essential	
	8. Work with statutory and voluntary services and knowledge of local offer.	Essential	
	9. Experience of working in culturally diverse communities.	Essential	
	10. Minimum 1 years' experience of supporting parents/ carers and SEND children and young people: e.g In an educational environment, local government, voluntary organisation or other field relevant to special educational needs.	Essential	
Skills	11. Strong communication skills both verbal and in writing to advocate effectively for families.	Essential	Application/ Interview
	12. Ability to evidence positive impact and outcomes for families including experience of contributing to external reporting.	Essential	
	13. Resilience and sensitivity in dealing with challenging issues, and ability to empathise with the parents and carers, and children and young people with special educational needs.	Essential	

	14. High level of IT skills including Microsoft Word, Outlook, Power Point and Excel.	Essential	
	15. Good organisational skills and ability to work on your own initiative and as part of a team.	Essential	
	16. Ability to mediate and facilitate positive working relationships between families and professionals.	Essential	
	17. Ability to maintain confidentiality, impartiality and professionalism, and to stay calm.	Essential	
Other role requirements	18. Flexible, can-do approach and responsive to changing family needs.	Essential	Interview