

Education and Inclusion RIASS Case Worker

May 2026

Job Description

Job Title:	RIASS Case Worker
Department:	Education and Inclusion
Function:	Early Years
Team:	RIASS
Post number:	
Grade:	LBR 6
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	21 hours/52.14
Base location:	Gearies Children Centre/Gants Hill Engagement Hub / Lynton House, IG1
Reports to: <i>Job title</i>	RIASS Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	To provide confidential and impartial information, advice and support to children, young people with SEND and their parent/carer in Redbridge. Deliver the Next Steps Project – wrap around service to SEND Children and young people and their parent/carers To promote RIASS by attending outreach events, meetings and networks. To support the delivery of training to parent/carers, young people and professionals to increase knowledge of SEND law and local policies. To develop and maintain professional relationships with families and practitioners. To regularly and effectively input service delivery data to ensure accurate reporting. To have due regard for safeguarding and promoting the welfare of children and young people.
Key external contacts: <i>Organisations</i>	▪ Children and young people with SEND ▪ Parents and carers of children and young people with SEND ▪ Health professionals offering Redbridge services and across other LAs (such as Paediatricians, Child Development Centre, Therapies and EWMHS) ▪ Education professionals, including Head Teachers, SENCo's, PVI early years settings and Colleges of Further Education ▪ Social care professionals across other local authorities ▪ Local Authorities across London and England ▪ National IASS Network ▪ Redbridge Parent Carer Forum
Key internal contacts: <i>Job titles or groups of staff</i>	▪ Services within Access and Inclusion (including SEaTSS, Therapy Services, Educational Psychologists, Travel Assistance) ▪ Education Welfare Service ▪ Connexions ▪ Youth Offending Team ▪ HAF Programme

	- Children's and Adults Social Care Teams - Early Years services (inc. Children's Centres, EYCIT and FiND)
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	N/a
Key areas for decision making:	N/a
Other considerations: <i>E.g. working patterns</i>	The role will require some evening work to best support service and user needs.

Key accountabilities and result areas:	Key elements:
To provide confidential and impartial information, advice and support to children, young people with SEND and their parent/carer in Redbridge.	To provide impartial information, advice and support to children, young people with SEND and their parent/carers through a variety of methods, including telephone helpline, email, face to face and within meetings and networking events. Inform parents, carers and young people of their legal rights and responsibilities, including under appeals processed, ensuring they can fully participate in discussions and decisions and to promote independence and self-advocacy. Attend meetings with parents/carers and their child's potential or current education provider, the Local Authority and/or other professionals to impartially resolve disagreements and foster partnership working and forward movement. Ensure their views and needs are represented and taken into consideration. To provide support in completing paperwork relating to the EHC processes. Ensure that the child/young persons' voice is captured for the EHCP and subsequent reviews. Ensure all impartial, confidential advice and support is provided as prescribed in legislation and guidance including Children and Families Act 2014, Special Educational Needs Code of Practice 2014, Quality Standards, DfE guidance, Equality Act and other relevant guidance. Display wholehearted commitment to partnership working with parents, carers, young people, education settings, statutory and voluntary agencies and organisations to ensure that statutory duties are met.
To promote RIASS by attending outreach events, meetings and networks.	To attend and participate in internal and external events and networks to support and promote the work of RIASS. Participate in outreach, including but not limited to Parent/Carer coffee mornings, local information fairs, etc.
To support the delivery of training to parent/carers, young people and professionals to increase knowledge of SEND law and local policies	To deliver established training workshops to parents, carers, young people and professionals.
To develop and maintain professional relationships with families and practitioners.	To develop and maintain relationships with individuals across Redbridge, including parents, carers and young people; educational settings; health and social care employees; other IASS services; voluntary and statutory agencies and any other appropriate organisations. Attend and contribute to RIASS Steering Group, RIASS team meetings and wider organisational meetings and events as required.

To regularly and effectively input service delivery data to ensure accurate reporting.	Ensure the effective recording of data into relevant systems as per RIASS policies and procedures.
To have due regard for safeguarding and promoting the welfare of children and young people.	To have due regard for safeguarding and promoting the welfare of children and young people, and complying with Safeguarding regulations, policies and procedures. To follow all child protection procedures adopted by RIASS. Attend all required safeguarding training.
General accountabilities and responsibilities	
Green Statement	This will involve: Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: - Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. - Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. - Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve:

	Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: - Taking responsibility for continuing self-development and participating in training and development activities. - Participating in the ongoing development, implementation and monitoring of the service plans. - Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:			
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Knowledge of SEND legislation and guidance, including the Children and Families Act 2014, The Special Educational Needs and Disabilities Regulations 2014, The Special Educational Needs (Personal Budgets) Regulations 2014, The Equality Act 2010 and the SEN Code of Practice 2015 and related legislation such as the Mental Capacity Act.	A I	2
Minimum experience/ knowledge/ skills:	Good verbal and written communication skills.	A I T	3
	Ability to deal simultaneously with a range of tasks and activities and cope with a heavy workload and pressurised work environment.	A I T	3
	Ability to communicate complex issues in a clear and effective manner with a wide range of stakeholders and to advise, and inform as appropriate	A I	3
	Ability and confidence to engage and work with a wide variety of parents and young people, including those with mental health difficulties, are very vulnerable and those who will not engage with any other service and advocate for them, where appropriate.	A I	2
	Ability to ensure that children, young people and their parents are the focal point for decision making and facilitate a person-centred approach.	A I	2
	Good level of IT Skills, including Microsoft Word and Excel	A I T	3
Minimum behaviours: Customer service	Ability to ensure a high standard of customer care.	A	3
	Commitment to empowering parents and young people to be fully involved in the decisions that relate to them.	A I	3
	Good listening and inter-personal skills	A I	3

Communicating and influencing others	Able to communicate effectively, both orally and in writing. Ability to break down information to parents and young people with SEND to make it easy to understand. Ability to negotiate to achieve positive solutions for parents and young people with SEND	A I T A I T A I	3 3 3
Working together	Ability to work in build relationships and work in partnership with both parents and professionals	A	3
Analysis and judgement	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs	A	3
Driving improvement	Ability to plan and progress work-plans and a caseload. Ability to problem solve and be able to recognise and respond to sensitive issues. Supportive of achieving continuous improvement and embracing change to deliver cost effective quality services.	A A I A	3 3 2
Adaptability	Ability to work flexibly and on occasional evenings	I	3
Special conditions:			
Signature of Employee:	Name:	Date:	