



Kinship

Senior Advice Worker - SEND

Advice Team

Information for applicants for the post of: Senior Advice Worker - SEND

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details:

Job title: Senior Advice Worker - SEND

Responsible to: Advice Service Manager

Duration: Permanent

Location: Home-based or hybrid (based in Kinship's Vauxhall Office, London)

Working Hours: Part-time, 21 hours per week

Salary: £35,000 (plus London Weighting if applicable of £3,405.85 per annum FTE) pro rata

Direct reports: 1

Leave allocation: 18 days annual leave (30 days FTE), plus bank holidays pro rata for part time hours (1 April to 31 March).

About Kinship:

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the advice service

Our advice service is often the front door for kinship carers and the first time they have spoken to someone about their situation. Kinship carers are strong people, and we aim to support them to build resilience and self-confidence in the decisions they're making. This means making sure they have the right information and advice to inform their choices.

The advice service provides over 2,000 kinship carers a year with easy access to expert advice and support to empower them to:

- realise their rights
- access the support to which they are entitled
- take the next step forward in tackling their challenges
- navigate their way through a sometimes complex and confusing system

We're developing our advice service and investing in our team to make sure that we can support more kinship carers effectively. You'll be part of a supportive team who keep kinship carers at the heart of their service.

Our Advice Team support kinship carers in complex and challenging situations. It can be a tough role at times, and we're developing a trauma informed approach to our advice work, which we'll be embedding across the service.

Purpose of the role:

The Senior Advice Worker – SEND will be *the* specialist and subject expert in Special Educational Needs and Disabilities and kinship care. You'll provide 1:1 advice directly to kinship carers on all issues that impact on their caring role.

You will often be supporting kinship carers in high crisis. It will be part of your job to calm a situation quickly and support people to communicate what they need so you can provide personalised in-depth advice.

You'll provide advice by phone, video calls and email, but you'll also need to be able to respond to text, WhatsApp and online chat and other channels as we develop the service.

You'll specialise in providing advice and information to enable kinship carers to support children with SEND needs, including speech, language and communication difficulties, social, emotional and mental health challenges, specific learning difficulties, and autism.

This will include advice and casework to support kinship carers to navigate the education system, understand Education, Health and Care Plan processes and access support from schools, children's services and CAMHS.

As subject expert, you'll provide expert input to the development of written information and resources and the development and delivery of specialist training for kinship carers. You will be expected to travel to support in-person roadshows as part of our Training service.

You'll ensure advisers are kept up to date with information and policy updates and contribute to helping to 'change the system' for kinship carers in England and Wales.

You'll build and maintain relationships with key organisations, e.g. National Association of Virtual School Heads, to ensure advice is relevant.

What you'll be doing:

Key responsibilities:

General advice provision:

- Respond to enquiries through a range of incoming channels. This includes taking calls on our advice line, as well as responding to enquiries submitted through our website, via internal referral or other channels.
- Provide high quality advice and information to kinship carers on their rights, entitlements and responsibilities in relation to welfare benefits, local authority allowances, support from children's services, relevant legal orders, sources of educational, parenting and legal support and other issues that may be required.
- Assess vulnerability and risk to prioritise and respond to kinship carers' issues in a timely manner.
- Research individual cases and identify possible courses of action.
- Address all safeguarding concerns in line with policy.
- Make referrals and signpost to other services as necessary.
- Where appropriate, provide additional advice or support to enable the client to take action or undertake follow-up action on behalf of the client to move the case on.

Person-centred approach:

- Facilitate access to our advice service for people with diverse needs, e.g. by using appropriate translation services or assistive technology.
- Adapt communication style to respond appropriately to differing needs.
- Provide advice in a format that is manageable and understandable for the individual kinship carer.
- Apply agreed Kinship models of practice as appropriate, e.g. taking a trauma-informed approach.

Service quality, consistency and data management:

- Respond to all enquiries in line with Kinship's advice service framework, standards and performance targets.
- Maintain appropriate boundaries and effective control of enquiries to deliver targeted support whilst working within the limits of your own and the service's competence.
- Ensure independence, impartiality and confidentiality when dealing with kinship carers.

- Accurately record all contact and enquiry information in Salesforce in line with service framework and data protection requirements.
- Ensure accurate data entry in Salesforce to support service performance, evaluation and learning.

Acting as subject expert:

- Provide specialist advice and casework on SEND-related issues. This may involve:
 - providing additional advice or support to enable a client to take action
 - undertaking follow-up action on behalf of the client to move the case on, e.g. negotiating with third parties
 - taking on complex casework to pursue significant outcomes for the client or strategic impact for all kinship carers
- Proactively update colleagues across Kinship on relevant updates in the SEND landscape, providing guidance to teams.
- Work closely with training colleagues to develop, create and occasionally lead training sessions to support kinship carers to navigate the SEND system.
- Work closely with Content Designers to create factsheets, video content, podcasts and other content and resources as required.
- Act as subject expert on Special Educational Needs and Disabilities and kinship care as part of a Knowledge Board.
- Represent Kinship at meetings and events as required.
- Contribute specialist knowledge to funding proposals and monitoring and evaluation reports.

Management and supervision:

- Line manage and supervise Advice Workers.
- Set clear objectives to achieve targets and outcomes.
- Actively encourage personal development and learning.
- Increase efficiencies and impact across the team.
- Ensure good team induction processes and systems are in place.
- As a member of the Senior Advice Leadership Team, contribute to leadership of the advice team and support the Advice Service Manager to set and implement advice service policies and procedures.
- Role model Kinship values.

Professional and service development:

- Maintain up-to-date knowledge of relevant legislation, policy and guidance.
- Support continuous development and improvement of the service through implementation of new systems and processes as required.
- Support a learning culture by contributing to thinking and discussions around how we can continuously improve the service to better meet kinship carers' needs.

- Work closely with colleagues as required, both within the advice service team and across Kinship, to support the delivery of activities to enhance support offered to kinship carers.

Team culture and innovation:

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute to up to date understanding of issues affecting kinship carers.
- Deliver effective administration with attention to detail and keeping to deadlines.
- Identify and contribute to appropriate case studies to demonstrate the impact of Kinship services and contribute to policy and campaigns work.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

Knowledge, abilities, skills and experience:

Essential knowledge and experience:

- Minimum of 2 years' recent experience of delivering in-depth advice work on complex social welfare legal issues (e.g. benefits, housing, education or social care) to members of the public.
- Experience of giving both telephone and written advice.
- *Either* significant knowledge of and expertise in the SEND system and SEND-related issues, with the ability to develop expertise in kinship care advice; *or*, Significant knowledge of and expertise in kinship care advice, with substantial knowledge of SEND-related advice issues and the ability to become an expert in SEND advice for kinship carers.
- A demonstrable knowledge of relevant sources of advice and information.
- Knowledge and evidence of good understanding of safeguarding issues and good practice.
- Proven understanding of the importance of confidentiality and a non-judgmental approach.
- Experience and confidence in development of resources
- Experience of effective management and supervision of staff, projects and/or services.
- Experience using Case Management Systems and/or Customer Relationship Management (CRM) platforms.

Essential advice-giving skills and abilities

- Excellent interpersonal skills, and particularly, a sensitive and professional telephone manner.
- Excellent written communication skills in English.

- Proven ability to research complex information and communicate this in an easily understandable way.
- Evidence of good judgement, knowing when to seek support from manager or colleagues or signpost clients to other sources of advice.
- Proven understanding and practice of keeping accurate and appropriate case records.
- A commitment to fair access to justice for marginalised people.

Other essential skills and abilities

- Ability to work flexibly, collaboratively and effectively as part of a team.
- Ability to organise and prioritise a busy workload without close supervision.
- Confident in using digital tools, and an ability to learn new tools.
- A commitment to the vision, mission and values of Kinship.
- A demonstrable commitment to apply equality, diversity and inclusion principles in all areas of work.
- Willingness to travel across England on occasion, as required (such as for events), working flexibly in response to the need.
- Right to work in the UK.

Desirable knowledge, experience and skills:

- Experience working as a SENDIASS adviser or having undertaken SEND law training for professionals
- Citizens Advice Certificate in Generalist Advice Work or an NVQ Advice & Guidance qualification or equivalent.
- Experience of working in the voluntary sector.
- Personal experience of kinship care or thorough understanding of the experience of kinship care.
- Understanding of SEND and education systems in Wales.

Key behaviours required:

<p>Personal attributes:</p> <ul style="list-style-type: none"> • Calm under pressure and in difficult situations • Clear, straightforward communication • Attention to detail • Resilient • Non judgemental • Assertive and firm 	<p>Behaviours:</p> <ul style="list-style-type: none"> • Solutions focus; can do attitude • Positive attitude and approach • Respectful • Professional • Empathic, sensitive, tactful
--	---

Your main relationships will be with:

Internal:	External:
-----------	-----------

<ul style="list-style-type: none"> • Advice Service Manager and Advice Team • Senior Advice Workers • Associate Director of Advice, Training and Information • Digital & Content team • Content designers • Training team • Practice Lead 	<ul style="list-style-type: none"> • Kinship carers • NAVSH • Local authorities, including social workers • Voluntary organisations working with kinship carers • Legal services
--	---

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers." **(Staff member at Kinship)**

We want to offer you the best place to work. Our people are friendly and incredibly passionate about working alongside kinship carers. We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability that you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications so please apply early!

Please apply for the role by sending a **CV** and cover letter answering the questions below via <https://www.charityjob.co.uk/>. The deadline is **12pm on Monday 20 April 2026. Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons. Please ensure you have read the application timelines.**

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.

- Tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to focus on your knowledge, skills and experience.
- Don't go over 2 pages on your covering letter.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check, and your application will be rejected if you do.

Please provide a cover letter answering the following 4 questions (up to 250 words per answer):

1. Give an overview of how your experience, qualifications and training equip you for the role of Senior Advice Worker - SEND.
2. Explain why you want to work for Kinship.
3. What are the key skills and personal attributes that you would bring to the role?
4. What do you see as the most significant advice issues confronting kinship families navigating the SEND system?

Key dates:

Apply:	Via CharityJob
Application deadline:	12pm on Monday 20 April 2026
First interview:	w/c 4 May 2026 (online)
Second interview:	w/c 11 May 2026 – if required

Kinship reserves the right to close applications early on receipt of sufficient applications. Apply early!

If you would like further information or an informal chat about this role, please contact **James Kenrick** (Advice Service Manager) – james.kenrick@kinship.org.uk

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded, for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.

- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

We are committed to developing and enhancing the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Charity Worker Discount

Travel:

For this role, there may be occasional travel within the UK. There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and passionate about doing their best for kinship carers.

We will **guarantee interviews** to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.