

Job profile

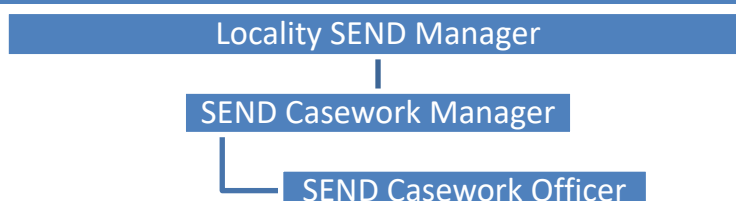
Service and job specific context statement

| | |
|------------------------|-------------------------------------|
| Directorate: | Children and Young People's Service |
| Service: | Inclusion |
| Post title: | SEND Casework Manager |
| Grade: | M |
| Responsible to: | SEND Locality Manager |
| Staff managed: | Manages operational frontline staff |
| Date of issue: | August 2019 |
| Job family: | C&S - Care & Support |

Job context

- The Directorate has established an integrated SEND Service (0-25) to provide improved experience for children and young people with SEND and their families, including pathways and key points for assessment and decision making.
- The role will involve monitoring progress of the children undergoing statutory assessment and supporting the SEN casework officers to address barriers in the process or in securing appropriate placements
- The role will involve working in an integrated way with a variety of partner agencies and organisations both internally within the County Council, and externally to ensure statutory responsibilities are fulfilled
- The post holder will need to have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.
- This post will carry a small caseload of cases which are more complex (in terms of SEND process) than appropriate for management by the SEND Casework officer. This will include one post designated to post 19 cases and all other posts will have specific responsibility for caseloads within High Cost placements including Independent Specialist provision. Cases in the tribunal arena will be held by this post for the duration of the appeal. Supervision and active oversight of the SEND Casework officer will apply where there is complaint escalation where first line response has not resolved the complaint, cases where there is a request or requirement for a move from mainstream to special school, out of area cases, , cases where there is a sudden or unpredictable request for a change of placement (placement breakdown), cases requiring significant multi-agency working such as Looked After Children or those in the Criminal Justice System and any other case deemed as "complex" following supervision with the Locality SEND manager.
- Postholder will need to have communication skills that are effective in potentially difficult circumstances such as where complaints have escalated, in mediation or where there is dispute around the EHCP – this will include effective listening, negotiation skills, demonstrating empathy and the ability to regulate own communication style and emotions to the situation.

Structure



Job profile

Job Description

| | |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job purpose | The core focus of this job is to manage a team of SEN case workers providing professional expertise and leadership for the implementation of the Local Authority's statutory responsibilities and procedures for children and young people with Special Educational Needs (SEN) across the whole age range 0 to 25. |
| Operational management | <ul style="list-style-type: none"> • Responsible for the performance management of a team of SEN caseworkers including supervision, professional development and appraisal • To ensure caseworkers embed and promote a child and family centred approach • To be proactive in problem solving and provide support and advice to caseworkers when undertaking statutory assessment and reviews for more complex cases where there may be disputes, difficulties in securing placements within NY, or unexpected breakdowns in placement. • To act as the authorised LA Officer for SEND (0-25) for those cases requiring a higher level of communication, decision making, freedom to act and negotiation skills – this will variably include the caseload in High Cost placements including ISPs, the post 19 caseload and cases in Tribunal • To undertake quality assurance for the writing and issuing of Education, Health and Care Plans or Support Plans across the team in line with the statutory requirements and timelines laid out in the SEN Code of Practice, Children & Families Act and all associated regulations and ensure that all plans meet the requirements of Local Authority agreed guidelines/principles. • To oversee the monitoring of LA systems to ensure that each EHCP is reviewed annually in accordance with the SEN Code of Practice and that progress is being made. • To attend and represent the Authority at reviews including annual reviews as well as those of other agencies. • To attend and represent the Authority in mediation as an Officer with the decision making authority to overturn previously made decisions if appropriate through the mediation process • To ensure that bundles prepared for Tribunal are complete and of high quality. • To represent the Director at the first tier SEND Tribunal as required • To provide professional expertise and work in both a consultative and advisory capacity at annual reviews, multi-agency meetings, case conferences and child protection conferences and answer direct issues as they arise from settings, parents/carers, children and young people or other agencies/professionals. • On behalf of the LA to undertake revision of EHCPs in accordance with statutory and LA requirements including the provision of specialist advice as to the timely cessation of EHCPs and/or a reduction in the levels of support required in line with the child/young person's progress. This may include the provision of specialist advice as to when it may be appropriate for a child/young person to be re-integrated back into a mainstream setting (if appropriate). • To have in depth knowledge of local and out of authority 0-25 settings in order to ensure each child has a suitable placement identified in section I of their EHCP • To liaise with school SENCOs on a wide range of issues including the quality of referrals for statutory assessment via the EHCAR and other key documentation prior to LA consideration |

Job profile

| | |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> To take responsibility for professional decision making in terms of placements and impact on the High Needs Block Budget and transport budgets To draft and collate responses for the Head of SEND to enquiries from MPs, County Councillors, schools and parents as required To liaise with the relevant multi-disciplinary teams, attend case conferences and reviews of pupils with SEN as appropriate and oversee follow-up action including communication with parents/carers/settings/children/young people and relevant internal and external professionals as appropriate To work with the Locality SEND Manager to identify areas for further improvement or transformation To deputise for the SEND Locality Manager as and when required To provide information for and attend relevant governance meetings To undertake such other duties commensurate with the seniority and expertise required in the post as the Director of Children's Services may from time to time determine Deal with any admission difficulties with LA schools, pre and post 16 provision and with special schools where issues arise post-placement. |
| Communications | <ul style="list-style-type: none"> Establish rapport and respectful, trusting relationships with children, young people, their families and carers. Develop and use effective communication systems appropriate to the audience. Know that communication is a two way process. Know how to listen to people, make them feel valued and involved and know when it is important to focus on the individual rather than the group. Remember and understand the procedures and legislation relating to confidentiality issues that apply to your job role Understand the key role and value of parents and carers; know when to refer them for further sources of information advice or support |
| Partnership / corporate working | <ul style="list-style-type: none"> To work actively with local Health and Social Care professionals as well as other voluntary agencies and attend relevant inter-agency meetings as appropriate To work with a range of settings across the whole age range 0-25 to implement SEN policy and achieve SEN Targets |
| Resource management | <ul style="list-style-type: none"> Manage a team of SEN casework officers in a locality including responsibility for performance, supervision and appraisal Making banding recommendations and moderating recommendations made by SEND Casework Officers based on identified need and provision in the EHCP and using the descriptor documents effectively in order to identify the appropriate band for approval through the agreed routes. To exhaust local discussions with head teachers before requests are made for high cost placements including out of county placements and personalised learning programmes) and make referrals and recommendations for placement as appropriate. To ensure SEN Transport policy is applied consistently with regard to funding SEN Transport requests. |
| Systems and information | <ul style="list-style-type: none"> To maintain timely and accurate SEN records and work processes through the eDRMS system and the SEN database To have an understanding of the need for confidentiality in the use of SEN databases. To ensure effective systems and data based information handling; bringing together shared information and making good use of available information. |

Job profile

| | |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategic management | <ul style="list-style-type: none"> To ensure effective and consistent management and consideration of policies and other operational matters in relation to provision for pupils with Special Educational Needs including contributing to the implementation of the Service Performance Plan. To raise to the Hub Manager and Area Lead any local intelligence that supports strategic development of the locality area in terms of SEND and Inclusion. |
| Safeguarding | <ul style="list-style-type: none"> Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and that you come into contact with having regard to all relevant safeguarding policies and procedures Understand systems in place to protect children and your role in their effectiveness Involve children and young people as appropriate when taking action that affects them Support the process of transitions and work to ensure the quality of transition in and out of provision for SEND 16-25, in liaison with partner agencies and working closely with colleagues across CYPS, HAS and Health Champion the needs of young people with high/complex need SEND 16-25 and their families |
| Child and young person development | <ul style="list-style-type: none"> Understand that development includes emotional, physical, intellectual, social, moral and character growth and know that they can all affect one another Understand your role in promoting the normal development of children and young people Involve children and young people as appropriate when taking action that affects them Evaluate situations and record in an appropriate manner Understand the systems for obtaining support and reporting concerns |

Person Specification

| Essential upon appointment | Desirable on appointment |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Knowledge Extensive knowledge of: <ul style="list-style-type: none"> SEND legislation and statutory guidance and policy implications Knowledge of legislation in relation to safeguarding and looked after children Knowledge of person centred planning and multi-agency approaches to case work Early identification and intervention Regulatory frameworks for Children's Services and Local Area SEND Ofsted Inspection and schools framework Knowledge of outcome focused assessment and review processes In-depth knowledge of educational provision for children and young people with SEN In-depth knowledge of high need funding methodologies for SEND Awareness of current national developments for children and young people with SEND | |
| Experience <ul style="list-style-type: none"> Experience of supervising and managing staff | |

Job profile

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Considerable case management experience of cases with complex legal, professional and ethical issues including case conferences and other formal processes and proceedings • Significant experience of working within a SEND legislative context • Significant experience of working within statutory guidance and within strict statutory timelines • Significant experience of working with children and young people with SEND in a professional capacity • Some experience of intra and inter agency work • Some experience of working with senior leaders within an educational context • Experience of dealing effectively with unforeseen and stressful situations • Experience of effectively handling complaints through formal processes | |
| Occupational Skills <ul style="list-style-type: none"> • Problem solving approach • Ability to coach and mentor staff including supervisory skills, target setting, performance appraisal • Ability to work within strict legislative guidance and timescales • Oral and written communication skills – this needs to be of a sufficiently competent and confident level to write an Education Health and Care Plan independently and to communicate effectively and confidently in a range of situations • Ability to prioritise workload • Ability to quality assure standards of work with rigor • Facilitation skills • Negotiating skills • Decision making • Chairing and facilitating meetings including multi-agency joint planning meetings • Information systems and needs analysis • Customer service skills • Commitment to equality and anti-discriminatory practices | <ul style="list-style-type: none"> • Ability to plan and develop new ways of working including integration with other key agencies • Change management skills |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> • Degree standard | <ul style="list-style-type: none"> • Evidence of continuing professional development within a SEN/educational context |
| Other Requirements <ul style="list-style-type: none"> • Ability to travel across the County | |
| Behaviours | Link |

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.