

Job Description



Job Title: SEND Case Officer	Service Area: Education: Learning, Inclusion and Achievement	
Directorate: Children and Young People's Directorate	Post Number:	Evaluation Number: 6511
Grade: PO2	Date last updated: July 2022	
Accountable to: SEND Team Manager		

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

1. The post holder is responsible for the effective administration under the Education Act 1996 and Children and Families Act 2014 of the statutory assessment of children and young people's special educational needs, including their subsequent placement, monitoring and annual review.
2. The post holder will report to the SEND Team Manager, this role does not have line management responsibilities.
3. To act as a named Case Officer for children and young people 0-25 with complex additional needs supporting them through the statutory EHC assessment process, securing placements, providing support during key transition stages and completing annual reviews in line with the SEND Code of Practice and Children and Families Act 2014.
4. The SEND Case Officer will support schools and settings with complex assessments, annual reviews and reassessments for children and young people with SEND, issuing and maintaining good quality EHCPs that enable the delivery of positive outcomes for children.
5. This post holder will support the delivery of the multi-agency Quality Assurance Framework for EHCPs, advice and reviews ensuring that local practice is of a high standard.

6. The post holder will support the SEND Team Manager to ensure all phased transfer processes are completed within required timescales.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Support the Council's vision to enable every resident under 25 to be safe, happy and cared for, with positive activities to secure their long-term wellbeing.
2. Discharge SEND Case Officer Responsibilities, on behalf of the Council, by co-ordinating, advising and negotiating support for children, young people. Maintain and initiating effective and timely communication with families, practitioners and partners throughout your involvement.
3. Co-produce plans with children, young people and their families to ensure they are person centred and the needs and ambitions of the child are fully reflected in their plans.
4. Commission and analyse professional advice from a wide range of sources in order to write and deliver tailored plans and support. Embed person centred and timely transition planning, promote the voice of the child and maximise opportunities for partnership work with parents and carers.
5. Write, prepare and present information at the multi-agency SEND panel to support transparent, timely and consistent decision making.
6. Create high quality, outcomes focused, and personalised Education, Health and Care plans, within statutory timescales. Prioritise the participation children, young people, parents and carers from the outset, being clear about parameters, treating all parties with dignity and respect.
7. Ensure that information and communications with children and families are provided in an accessible format considering any language, communication needs and/or cultural barriers.
8. Facilitate the placement of children and young people in settings appropriate to their special educational needs, as set out in their Education, Health and Care Plan and develop personal budgets.
9. Conduct consultation exercises with schools and settings for children and young people in line with the SEND Code of Practice and local frameworks.
10. Review the outcomes of Annual Review meetings and respond to changes within the statutory time period in accordance with the decision of the SEN panel and liaise with partner services and schools as appropriate to implement them.
11. To attend targeted review, team around the family, or transition meetings, as required by the SEND Team Manager, both in and outside of the borough and consider the children and young people's development, aspirations, outcomes and planning required.
12. Deliver work tasks allocated to you within timescales, using information and formal supervision to highlight any barriers to this in a timely way.

13. Respond to complex enquiries, challenges and or complaints in a professional and relational manner that supports resolution and demonstrated an in-depth knowledge of relevant legislation. Uphold the council's HEART values and promote inclusive practice.
14. Working with parents, carers, settings and professionals to wherever possible resolve conflict disagreements without the need to enter into more formal dispute routes through mediation and tribunals.
15. Prepare information that may be required when the Council is challenged through the Special Educational Needs and Disability Tribunal.
16. Support the leadership team by responding promptly and positively to requests which will include things such as providing reports, promoting the Local Offer and attending events.
17. Uphold the highest data quality standards throughout the team, leading by example. Ensure effective case recording and tracking so that information is available to report progress against key performance indicators. Report any data quality challenges and opportunities in a timely way and seek opportunities to strengthen processes.
18. Undertake any special projects as identified and directed by the SEND Team Manager with a focus on Special Educational Needs and Disability or the service.
19. Adhere to guidance on the use of council premises and equipment as directed by the SEND Team Manager.
20. Commit to continuous professional development; keep up to date with local and national developments in education, social care and health legislation, policies and procedures and commit to continuously developing a stronger understanding of cultural competence and cultural bias.
21. Work flexibly according to agreed and clearly defined goals and generate work according to deadlines using own initiative and understanding of statutory requirements and priorities, keeping managers apprised of any key issues.
22. Make good use of supervision by preparing in advance, giving, and receiving feedback, completing actions and reflecting on practice.
23. Lead and contribute to focused and purposeful meetings by sharing minutes and an agenda in advance. Also sharing best practice, making positive contributions and developing effective working relationships across the partnership.
24. Undertake any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post.
25. Implement Newham Council's equal opportunities policies fully, and to work actively to overcome and to prevent discrimination in any part of the project.
26. Ensure value for money is being achieved and maintain accurate records which enable accurate financial monitoring.
27. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet the requirements of the service.

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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QUALIFICTIONS: To hold a relevant qualification (e.g., teaching, social work, health, child care, psychology). Or Considerable experience of working in an educational setting and / or an EHC Plan coordinator role / relevant and considerable experience in education, social care, health or voluntary sector.	Application Form/ Professional qualification certificate
KNOWLEDGE AND EXPERIENCE: Substantial relevant experience of working in the service area / related profession field, with evidence of work responsibilities	Application Form/Interview/Test

appropriate to the role and evidence of appropriate professional expertise. Knowledge of the Education Act 1996 and Children and Families Act 2014 and SEND Code of Practice, specialist work practices / professional guidelines / legislation and emerging developments within the service area. Recent experience of managing full and varied caseload, including children and young people with complex and additional needs Experience and competency in undertaking assessments/contributing to assessments of children and young adults resulting in the planning, delivery and management of focussed interventions and plans within statutory timelines. Knowledge and understanding of promoting independence, wellbeing for children, young adults and families. Knowledge and experience of contributing to the development of services, policies procedures and practices.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
SKILLS AND ABILITIES Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence children, young adults, carers, partners and stakeholders, in complex situations. Experience of supporting partnership working with a range of stakeholders, including children and families to deliver effective service provision. Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements within statutory timeframes. Proven initiative and judgement to identify and resolve problems Excellent ICT skills and experience in delivering the highest data quality standards Excellent reporting and recording skills in accordance with expected statutory and internal processes. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview
OTHER SPECIAL REQUIREMENTS This post is subject to an enhanced DBS check. Willingness and ability to work occasional evenings and weekends to maintain service delivery.	Satisfactory clearance at conditional offer stage Application Form/Interview

Politically Restricted Posts The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.	Application Form/Interview
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