

# Job Description



<b>Job Title:</b> Assistant Case Officer	<b>Service Area:</b> Education: Learning, Inclusion and Achievement	
<b>Directorate:</b> Children and Young People Directorate	<b>Post Number:</b>	<b>Evaluation Number:</b>  6534
<b>Grade:</b> SO1	<b>Date last updated:</b> September 2022	
<b>Accountable to:</b> SEND Senior Case Officer		

## 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 supporting 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 into the SEND Senior Case Officer, this role does not have line management or budget responsibilities. However, needs to show budget awareness so that accurate recording/projects are completed within budget and relevant procedures followed.
3. To support the overall aims of the SEND Statutory Service through efficient and effective coordination and administrative support service delivery for children and families.
4. To act as an Assistant Case Officer within the SEND team in the development and delivery and review of planning, performance, commissioning services for children, young people, their families and carers so that overall costs are reduced but the life chances of children and young people are maximised in line with the SEND Code of Practice and Children and Families Act 2014.

5. To manage the efficient operation of administration of caseloads to ensure the delivery of high quality, fully integrated services to children, young people and their families in line with the requirements of national legislation and guidance.
6. Uphold the council's customer standards through respectful, thoughtful, clear and concise communications. Share information a timely way and show empathy to the challenges that colleagues and families face. Much of it is about attitude, and courtesy, and a positive mindset to be as helpful as possible as soon as possible.

## **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. To 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. To ensure that the SEND service receives high quality administrative and business support to deliver effective services for children and families.
3. To be responsible for the administration and correspondence related to assessments, statements and placement (statutory and non-statutory) of children and young people with complex SEN including those with statements, tribunals and exceptional resource funding.
4. To be the first point of contact for communication with families, setting and schools regarding a range of issues including assessments and placements of children with SEND. Uphold the council's customer standards through things including putting yourself in resident and colleague's shoes, displaying courtesy, and displaying a positive and solution focused mindset, being as helpful as possible as soon as possible.
5. To deal with a range of queries from the public and from other staff, including senior management, in a polite and helpful manner, seeking advice or guidance from senior staff as appropriate and upholding the council's customer services.
6. To follow key processes which support, maintain and enhance the standing of the authority in respect of the delivery of services for SEND.
7. To be 'hands on' in supporting staff in the service in delivering child and family support and enacting plans i.e. by booking and following up appointments, liaising with internal and external partners and taking a proactive approach to finding solutions.
8. To support the delivery of effective communications across the service and with external partners and families including writing and co-ordinating newsletters, updating the local offer website content and supporting the development of presentations.
9. To ensure that deadlines are met for the completion of assessments and transfer of information.
10. To prepare new, amended and updated statements for signature by named officers within the Local Authority.
11. To ensure that all review papers are processed in accordance with statutory as well as internal and financial processes.

12. To ensure that any proposed changes to placements are communicated to finance staff in line with agreed procedures so that funding for pupils meets group objectives and that resource are used efficiently.
13. To make an active contribution to service improvement, including actions relating to the Written Statement of Action, contributions to Quality Assurance Improvement programmes of work. Work with colleagues to identify opportunities to strengthen and streamline systems and implement changes as agreed by manager..
14. To undertake any other duties that are in line with the purpose & grade of the post as may be required from time to time.
15. To support the co-ordination of strategic and multi-agency SEN panel, and decision making meetings to support professionals to make informed decisions about the needs and provision required for each child or young person.
16. To attend and support the delivery of service meetings by preparing agendas, reports, producing clear and concise meeting notes, and following up on actions as required.
17. To support the service by promoting the Local Offer, SEN services, attending conferences, exhibitions, open day events, parents evenings, children and young people's forums, when requested.
18. To use information technology databases to record assessment and plan coordination as set out within the team processes and use the Council's IT systems as required. To use the systems in order for the Council to draw upon information to report progress on key performance indicators. To report any difficulties with this to managers.
19. To undertake any special projects as identified and directed by the SEND Team Manager or SEND Senior Case Officer with a focus on Special Educational Needs and Disability or the service.
20. To contribute to the ongoing learning and development of all staff working in the SEND 0 – 25 Team.
21. To adhere to any rules and instructions on the use of council premises and equipment as directed by the SEND Senior Case Officer.
22. To undertake any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post.
23. To generate work according to deadlines without direct instruction and to keep managers advised of delays or challenges.
24. To work flexibly in a rapidly changing environment to achieve stated objectives and to promote the service positively and enthusiastically.
25. To take part in appropriate staff development programmes as necessary, keeping up-to-date with local and national developments in education, legislation, policies and procedures relating to schools, data protection and freedom of information.
26. To be an effective team member through active participation at team and corporate meetings, sharing best practice and developing effective working relationships.
27. To implement Newham Council's equal opportunities policies fully, and to work actively to overcome and to prevent discrimination in any part of the project.

28. To ensure value for money is being achieved and maintain accurate records which enable accurate financial monitoring.
29. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet the requirements of the service.

## Personal Specification



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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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<b>QUALIFICTIONS:</b>  Educated to degree level, or equivalent level of work experience relevant or similar to the field	Application form
<b>KNOWLEDGE AND EXPERIENCE:</b>	Application Form/Interview/Test

<p>Good knowledge of the SEND Code of Practice SEND, the Disability Act 2001, the Disability Discrimination Act 2005, SEN (Provision of Information by LEAs) Regulations 2001 and the Education (School Information) Regulations 2002</p>	
<p>Experience of working in SEND or with services linked to children, young people and families.</p>	Application Form/Interview/Test
<p>Practical examples of experience in being curious and responsive in listening to and engaging with service users, i.e. children, young people and parents, and using this to shape the delivery of new solutions.</p>	Application Form/Interview/Test
	Application Form/Interview/Test
<p>Experience of working with multidisciplinary teams and specialists to improve and enhance service delivery.</p>	Application Form/Interview/Test
<p>Experience of successfully building relationships and working collaboratively with stakeholders to achieve service priorities.</p>	Application Form/Interview/Test
<p>Proven ability to work in a solution focused way and find resolutions to difficulties with members of the public and or colleagues.</p>	Application Form/Interview/Test
	Application Form/Interview/Test
<p>Experience in producing high quality performance reports and progress briefings for senior managers.</p>	Application Form/Interview/Test
<p>Experience in setting up and managing service governance mechanisms, including team meetings.</p>	Application Form/Interview/Test
<p><b>SKILLS AND ABILITIES:</b></p>	
<p>Demonstrable commitment to diversity issues in both service provision and employment practices and evidenced achievement of positive outcomes.</p>	Application Form/Interview/Test
<p>Ability to prioritise workload and follow complex administrative procedures</p>	Application Form/Interview/Test
	Application Form/Interview/Test
<p>Ability to produce and amend high quality reports, legal documents and letters</p>	Application Form/Interview/Test
<p>Good written skills and oral communication skills.</p>	Application Form/Interview/Test
	Application Form/Interview/Test
<p>Good knowledge of ICT and their use including word and excel.</p>	Application Form/Interview/Test
<p>Time management and process management skills. Ability to work with officers to ensure work schedules are followed and achieved.</p>	Application Form/Interview/Test
	Application Form/Interview/Test
<p>Able to work as a team player.</p>	Application Form/Interview/Test
	Application Form/Interview/Test

Ability to prioritise workload and manage conflicting tasks and deadlines.	
<p><b>OTHER SPECIAL REQUIREMENTS</b></p> <p>This post is subject to an enhanced DBS check.</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p><b>Politically Restricted Posts</b></p> <p>The Local Government &amp; 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.</p>	<p>Satisfactory clearance at conditional offer stage</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>