



## JOB DESCRIPTION

**Post Title:** Senior SEND Casework Officer

**Directorate:** All Age Disability Service (0-25)

**Portfolio/Service Area:** SEND Service

**Scale/Grade:** SO2

**Reporting To:** SEND Manager

**Responsible For:** SEND casework admin officers, Business Support Officers

### Main Purpose of Job:

- ✓ To support the SEND Manager in the delivery of statutory processes related to LA provision for individuals with high level SEND
- ✓ Through their own work and through leadership, modelling and coaching casework officers and casework admin officers, ensure that:
  - Allocation of work is appropriate, and consistent with team objectives and priorities
  - Complex casework is predicted and managed with a high priority in order to avoid case escalation
  - Relationships with schools and settings are fostered and enhanced by the way in which officers contact schools, including about placement, emerging problems, funding
  - Parents have confidence in the continuity of case management and are reassured by the team's support and intervention
  - Parents and schools are clear where there are areas of disagreement or where the LA may not be able to agree to their wishes, and understand the reasons why
  - Strong relationships are developed and sustained with SEND and Inclusion services and with preventative services
- ✓ To lead designated complex casework, including:
  - Making responses to complaints
  - Preparing appeal responses and liaising and meeting with and preparing witnesses as required
  - From time to time, and following sufficient training, presenting cases at Tribunal, where required
  - Leading, attending and chairing meetings
- ✓ Acting as Link Officer, to oversee and co-ordinate placement processes for special schools, colleges, specialist settings and resource bases in their area
- ✓ Decide which pupils and students are eligible for free or subsidised home to school / college transport through application of defined WCC policy and criteria.

## Appendix C

- ✓ Ensure the preparation of costings for transport so that placement decisions can take into account the implications of transport costs.
- ✓ Prepare reports for the lead officer for Transport Appeals where requested.
- ✓ To lead and monitor specific processes and systems that lead to efficient and effective working across the team, and/or across the service, including:
  - Phase transition
  - Annual Reviews
  - Transition tracking 16-25
  - Consistent banding of plans in line with the Worcestershire Top Up Banding Descriptors Document.
  
  - New staff induction programmes
  - Manuals of guidance
  - QA processes linked to casework standards
  - Decision making systems including moderation with Partners
  - Performance monitoring systems
  - Compliance with data base standards for input
  - Financial processes linked to casework management
- ✓ Deputising for the SEND Manager as required.

### Responsibilities, Duties and Tasks:

- ✓ In addition to the responsibilities for SEND Casework Officers, undertake the following responsibilities:
  - Monitor the quality of casework and the delivery of the assessment and EHC Plan process at team level, ensuring procedures and processes are effectively undertaken
  - Ensure that the SEND Manager receives regular reports on team delivery matters, timeline compliance, trends in casework issues
  - Oversee the team's response to specific processes
  - Working to SEND service priorities and under the direction of the SEND Manager, assume responsibility, from time to time, for time limited pieces of work and/or representing the team / service on professional groups,
- ✓ Under the supervision of the SEND Manager, support SEN Casework officers and other team members to ensure that all work:
  - Satisfies requirements of relevant current Education Acts or other legislation
  - Complies with DfE guidance
  - Supports and promotes Worcestershire County Council policies
  - Promotes locality based and inclusive education
  - Encourages and develops positive relationships with schools
  - Minimises dispute with parents through high quality communication and through mediation.
  - Builds on, develops and improves relationships with other agencies, including health
  - Enables local and national performance targets to be achieved
- ✓ Support and coach other team members in their application of processes and procedures to their casework management responsibilities. This will include:
  - Providing support to SEN Casework Officers in discussing, reviewing and resolving complex cases

## **Appendix C**

- Providing support to SEN Casework Officers in the process of reviewing Education, Health and Care Plans
  - Supporting the SEN Manager in the organisation and administration of local consultative, developmental and moderation arrangements
  - Supporting the SEN Manager by providing coaching/induction/ training and support to all team members
  - Providing general casework support to SEN manager, as necessary and appropriate
  - Undertaking SRD responsibilities for Business Support Officers and Administrative Officers as negotiated with SEN Manager
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- ✓ Support the SEN Manager in ensuring casework management quality is developed, maintained and systematically improved, so that clear and effective working with other teams and services is well planned, recorded and can inform decision making.
  - ✓ As directed by the SEN Manager, assume responsibility for the management of designated cases, generally those where higher level skill and experience is required, or other officers are under unusually high caseload pressure. This may require a fixed core caseload with flexibility to provide support on other cases. Support the SEN Manager in any cases managed by him/her, deputising as appropriate in high level meetings.
  - ✓
  - ✓ From time to time, and in order to develop skills, knowledge and experience, and with structured support from the Team manager, represent the LA at SEN and Disability tribunals, ensuring high quality preparation and follow up
  - ✓ Provide high quality support, supervision and coaching to SEN Casework Officers, Business Support Officers and Casework Administrative Officers, ensuring coherence and consistency in the management of casework.
  - ✓

## **General Duties:**

- ✓ To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- ✓ To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- ✓ To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.
- ✓ Ensure that WCC safeguarding guidelines are observed and that safeguarding remains at the core of all activities.

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### Contacts:

In all contacts the postholder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Officers within Children's Services and WCC.

External: Officers in partner agencies such as Early Help providers, Health Trusts, District Councils, other Local Authorities, Police, Probation, YJS, Magistrates and local judiciary, , voluntary and community organisations, service user groups, parents.

### Notes:

- Work in Regulated Activity and in accordance with the Rehabilitation of Offenders Act (Exceptions Order) as amended and the Safeguarding Vulnerable Groups Act 2006, to be registered with the Independent Safeguarding Authority (ISA) and to have a relevant enhanced level Criminal Records Bureau (CRB) Disclosure certificate.
- Undertake work which is concerned with the establishment or operation of a database or work that may require access to a database under Section 12 of the Children's Act 2004 and which is of such a kind as to enable the postholder to have access to information included in the database.
- The Council reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this Job Description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.

Prepared by: Penny Richardson

Date: 2 August 2018

DChS/CR-WR168-JD amended 020818  
Updated 170624

## PERSON SPECIFICATION

**Post Title:** Senior SEND Casework Officer

**Directorate:** All Age Disability Service (0-25)

**Portfolio/Service Area:** SEND Service **Scale / Grade:** SO2

### Qualifications/Training

It is **essential** that the postholder has:

- Educated to degree level or equivalent work experience
- Qualification relevant to the post (eg: public administration / law / education / health / social care )

### Experience/Knowledge

It is **essential** that the postholder has:

- Significant experience of working in the field of Special Educational Needs in schools / settings or Local Authority
- Specialist knowledge of relevant and current SEN legislation and practice guidance
- Experience of working with specialist educational professionals such as educational psychologists, specialist teachers
- Experience of reading and analyzing complex documentation
- Bespoke document writing, for example statements of SEN, chronologies, proposals for the development of provision
- Experience of précis and synthesis of detail within a large amount of written documentation
- Experience of IT systems for communication and collation and analysis of data
- Considerable experience of working effectively with schools and /or other educational settings
- Considerable experience of working effectively with parents of children and young people with complex needs
- Proven knowledge of assessment principles and processes,
- Experience of interpreting and applying thresholds and criteria equitably and transparently, for example in relation to the statutory assessment process
- Experience of managing conflict and disputes sensitively and professionally
- Experience in production of clear and precise reports, including minutes of meetings and records of decisions taken
- Experience of supporting, coaching and developing skills and competencies in colleagues

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It is **desirable** that the postholder has:

- Experience of mentoring or supervising the work of others
- Experience of budget and resource monitoring
- Knowledge of associated education legislation and processes such as admissions, attendance, exclusions, funding
- Knowledge and understanding of theories relating to development, supervision and training of staff, and management of change
- A wide knowledge of childhood disabilities and medical conditions

### Skills/Abilities

It is **essential** that the postholder has:

- Excellent communication skills, both orally and in writing, and the ability to adapt communication form and style according to the situation or individual circumstances of the stakeholder
- Enjoys working as part of a team, with strong team skills, and an ability to work with and alongside colleagues at all levels in the organization
- Ability to learn quickly – assimilating new knowledge and changing contexts, and to generalize knowledge and skills into changing work tasks
- Has a can do and positive approach to work
- Ability to develop and sustain partnership working with schools and settings
- Ability to monitor impact of provision for pupils against expectations including EHCP outcomes and national curriculum levels
- Ability to supervise and mentor team members, including undertaking SRDs
- Ability to allocate work to team members and monitor quality and pace
- Ability to work independently, including representation of SEN Services at formal meetings
- Ability to set and meet personal and externally imposed timescales and targets
- Ability to work under pressure, dealing with fluctuating workload and making sound decisions about priorities
- Ability to use research to develop and inform practice
- Skills and ability in analyzing complex written documentation
- Has initiative and is self directed with the ability to lead on specific projects
- Ability to organise and prioritise a complex workload and manage conflicting demands
- Ability to operate within Departmental Policies and Procedures
- Ability to monitor needs, evaluate the service being provided and contribute to the development
- Ability to work flexibly in different settings, in a changing work environment and with changing deadlines, priorities and client groups
- Demonstrable ability to work effectively within a multi-disciplinary and interagency setting
- Ability to work creatively with resources available
- Ability to support change, with a commitment to continuing improvement through review of own performance and organizational priorities
- Competent in use of IT to support service delivery

### Additional Factors

It is **essential** that the postholder has/is:

- Demonstrably child/young person centric, outward looking and outcome focused
- Demonstrable understanding and commitment to equality of opportunity and anti-discriminatory practice
- Committed to the principles of educational inclusion
- Willing to undertake training and develop expertise in areas relevant to overall team objectives, and to refocus priorities according to changing need



**worcestershire**  
county council

practice

continued professional and personal development

- Ability to travel across the County

It is **desirable** that the postholder is/has:

- Energetic and enthusiastic

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