

Job Description

Job Title: SEND Casework Administrator

Directorate: All Age Disability (0-25) Service

Service: SEND Casework Team

Salary Grade: Scale 3

Reporting to: SEND Senior Casework Officer

Working hours: 35 hours a week.

Please note: You may at times be required to work outside of core office hours to fulfil the responsibilities of this role.

Location: County Hall, Worcester, Worcestershire.

Our People Values

Our Vision, Mission, and Values define our reason for being. They are indicators of our direction of travel, to guide services and colleagues.

- ***Children at our Heart*** - We will keep children and young people at the heart of everything we do
- ***Value Family Life*** - We will support and empower parents to care for their own children well
- ***Good Education for All*** - We will value education as the best start in life for all children and young people
- ***Protection from Harm*** - We will act in a professional and timely way to protect children from harm
- ***Embrace Diversity*** - A progressive culture of championing equality, diversity and inclusion-

The SEND Casework Team support over 7,000 children and young people, with special educational needs and/or disabilities, to achieve good educational outcomes. The role involves liaising with families, and other professionals, to coordinate, create, implement, monitor, and amend Education, Health, and Care Plans.

The EHCP process is carried out in-line with the Children and Families Act 2014 and SEND Code of Practice 2014.

SEND Casework Administrators are responsible for undertaking administrative duties to support the SEND Casework Team. These duties include tasks related to the Education, Health, and Care Plan pathway, which require a great deal of sensitivity and confidentiality. Part of the role includes monitoring and maintaining the information database (ONE), supporting the Caseworkers to meet statutory deadlines, and maintaining strong relationships with parents/carers, educational settings, and other professionals.

Further useful information:

Our Vision for children and young people with SEND:

- In Worcestershire we want all children and young people with special educational needs and / or disabilities to be truly seen and respected as individuals and to be the best they can be.
- To deliver our 2023-2026 SEND Strategy.
- Worcestershire County Council have embarked on a transformation journey, following our Ofsted Inspection in 2024, to best meet the needs of children and young people with SEND.

Worcestershire County Council's commitment to staff

- Flexible & agile working approaches
- Regular 1-1s and supervision
- A flexible benefit offer which includes mental health support, physiotherapy, gym membership and annual flu vaccinations.
- Wellbeing offer which includes wellbeing days, champions, and mental health first aiders.
- Support with career progression through training opportunities.
- Regular work updates: how your contribution is support children and young people across the County.
- Solution focused team working to deliver shared goals.

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Responsibilities, duties, and tasks

- 1) To undertake tasks associated with the EHC Needs assessment, EHC Planning, EHC Annual Review and Phase transfer processes, as determined by the Senior SEND Caseworker, SEND Team Manager or SEND Group Manager.

Tasks include:

- Drafting and sending letters/zip files/consults/funding information and other documentation to relevant parties.
 - Chasing responses and outstanding documentation to ensure statutory deadlines are met.
 - Collating professional reports and documentation.
 - Receiving and reviewing annual review submissions from providers and escalating as required.
 - Updating EHCPs following tribunal rulings, proof reading and paying attention to detail, ensuring any amendments are made within statutory timescales.
 - Management of the team in boxes, mail and telephone contacts.
 - First point of contact for professionals and families.
- 2) To undertake administrative support to all officers in the Team to which the post is assigned and occasionally to officers in other teams according to the decision of the SEND Manager.

Tasks include:

 - Responding to online and telephone queries from parents/carers, educational settings, WCC staff, and other professionals.
 - Supporting formal and recurrent meetings, booking meeting rooms, preparing the agenda, relevant documentation, and minute taking where required.
 - Monitoring systems, to ensure responses are sent in a timely manner and statutory deadlines are met.
 - Overseeing the administrative processes of the annual review system ensuring statutory deadlines are met within their allocated area of work and ensuring data is accurate and up to date.
 - 3) To Support Casework Officers to ensure data systems and case files are up-to-date and accurate, and to maintain accurate financial and other information pertinent to each child's EHCP.
 - 4) To ensure that accurate records and financial information is recorded on the SEND data system.
 - 5) To maintain professional, clear and accurate contact with the wide range of partners involved in a child's case, including parents and staff from other agencies.
 - 6) To maintain clear file records of discussions and agreements with schools, parents/carers, officers and other professionals.
 - 7) To ensure the welfare of children and young people, adhering to the Worcestershire County Council safeguarding policy.

- 8) To have a sense of awareness with regard to SEND issues within local and national contexts.
- 9) To keep up-to-date with continued professional development.
- 10) To undertake other any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post.

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.

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Person Specification

Qualifications & training

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

- An NVQ Level 2, or equivalent qualification.
- English and Maths GCSE

It is **desirable** that the post holder has

- A Levels / Level 3 qualification
- At least Grade C in Maths and English GCSE
- An ICT qualification or evidence of competence and experience

Experience & knowledge

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

- Experience of working in an administrative role within an environment that requires flexibility and working to established deadlines.
- Experience of using databases for data recording and extraction, and experience of Microsoft Office to support the production of reports.
- Experience of working as part of a team.
- Experience of dealing with telephone calls when the caller may be anxious or concerned.
- An understanding of parental and provider perspectives in relation to children and young people with SEND.
- Some knowledge of the scope of activity undertaken by the Education and Early Help Service.

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

- Experience of working in an educational setting or service.
- Knowledge of legislation and processes relating to assessment of SEND.

Skills & abilities

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

- An ability to work flexibly in different settings, in a changing work environment and with changing deadlines, priorities and client groups.
- The skills and abilities to be adaptable in a context where priorities and operational processes are likely to change periodically.
- Well-developed team skills and a willingness to work flexibly across team boundaries when required.
- A willingness to undertake training and / or develop expertise in areas relevant to overall team objectives.
- The ability and willingness to refocus work approaches according to the changing needs of the organisation.
- Good interpersonal skills, including skills in defusing potentially difficult situations and resolving conflict.

- Effective verbal and written communication skills, including ability to draft correspondence and produce records of meetings and decisions.
- Excellent ICT skills, including Word, Excel and email and experience of maintaining and updating databases.
- The ability to work as a supportive and co-operative member of a team in a pressurised environment.
- The ability and willingness to use initiative and independence in managing workload, whilst recognising the need to seek advice and support when necessary.

Additional factors

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

- A commitment to an inclusive approach for children and young people with SEND.
- Awareness of the need for confidentiality.

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