

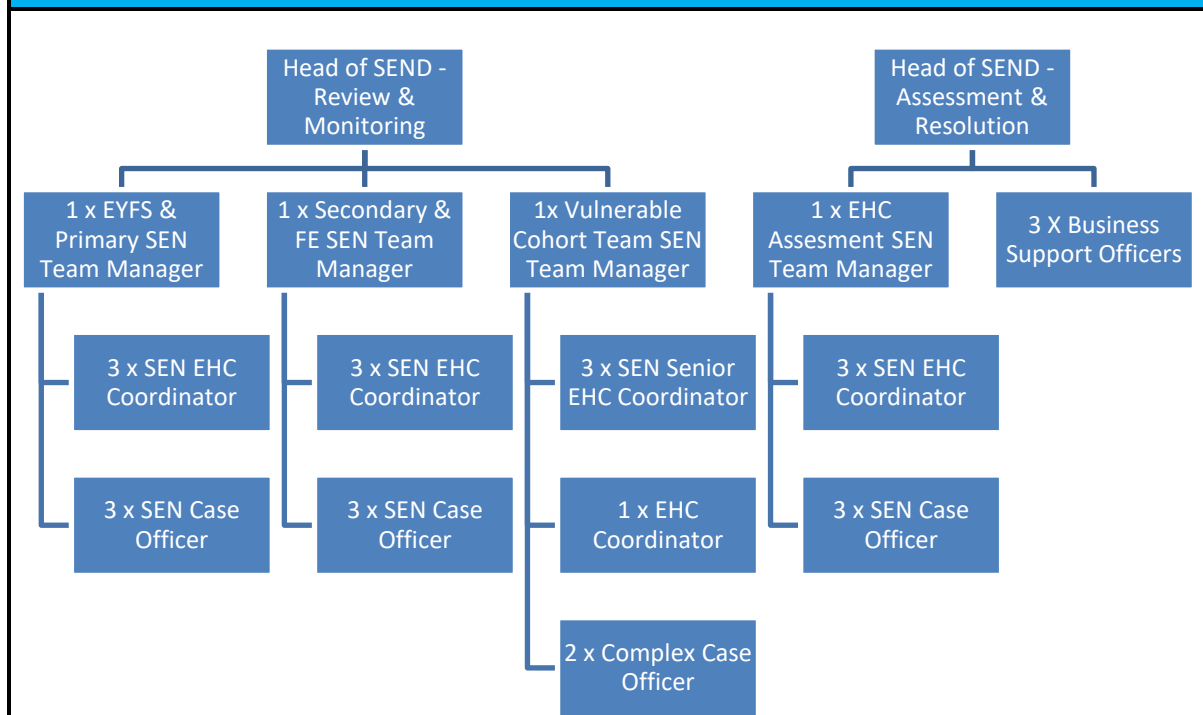
JOB DESCRIPTION

Job Title	Complex Case Officer SEN
Department	Children's Services, Education
Section or Service	Special Educational Needs
Grade	Range E

DESIGNATION:

Responsible to:	SEN Team Manager
Employees directly supervised (if applicable):	None

Family Tree



JOB PURPOSE:

The Case Officer will report to the Team Manager but work very closely to the Senior Coordinator who this post supports.

The purpose of the role is to provide comprehensive casework management and administrative support on our most vulnerable pupils alongside our Senior Coordinator to ensure the effectiveness of the SEN Service for the Royal Borough of Kensington and Chelsea and the City of Westminster in accordance with the requirements of the Children's & Families Act 2014 and the SEN Code of Practice 2015.

The Children and Families Act 2014 has had a significant impact on the delivery of SEN services resulting in a fast paced, complex interpersonal environment focused on children and young people with high level and complex special educational needs, their parents/carers, schools and other professionals, and requires an enhanced level of communication and case management skills. On behalf of the Local Authority, the SEN Service administers and is responsible for statutory SEN functions contained within the Education Act 1996 and the Children and Families Act 2014 and therefore has significant contact with members of the public and other professionals from within and outside of the councils, schools and other settings.

The SEN Service needs to manage crucial interfaces with support services, including Children's Social Care and Health, as well as maintaining excellent multi agency working relationships. Therefore, service management is expected to operate in a positive, collegiate and respectful manner to ensure borough-wide service effectiveness across our services and partners.

1. DESCRIPTION OF DUTIES:

- Manage and process, under the direction of the responsible SEN Team Manager and Senior EHC Coordinator for statutory and non-statutory casework within legal and internal timelines for an allocated caseload, including complex cases and those involving appeal hearings and other legal proceedings.
- To hold a specialist caseload of pupils deemed additionally vulnerable that include those who are Looked after, subject to a CIN or Child Protection plan, electively home educated or receiving education other than in school, receiving continuing health care, known to the youth offending team and more.
- To be a champion for the use of technology (such as the case management system) to record, track and monitor our ways of working to both manage performance and inform business intelligence.
- Ensure that systems are clearly and consistently updated with all relevant information in a timely manner.
- Ensure that client confidentiality is maintained in line with the Council's policies.
- Monitor and review all cases on a daily basis to ensure that statutory timescales are

being met, following up with relevant professionals as to any outstanding advices and to alert and update the SEN Team Manager and/or EHC Assessment and Review Coordinator as to caseload for the team

- Provide support to the Senior EHC Coordinator on casework issues involving written and oral communication with parents and a range of professionals, including: school staff, Educational Psychologists, Medical Officers, Social Workers and LA Officers.
- Arrange, attend and minute annual review meetings for those who are electively home educated or receiving education other than in school that are chaired by the Senior EHC Coordinator.
- Ensure that all staff who may be involved in a particular case are kept informed of any developments so that appropriate liaison/joint action may occur.
- To work in conjunction with the SEN Team Manager for compliance with statutory deadlines for a smooth transfer of pupils with EHCPs from primary school to secondary school, infant to junior school and those transferring to Post 16 educational provision.
- Liaise with other authorities on a range of issues including placement of Children Looked After, children and young people moving in or out of the Boroughs with Education, Health and Care Plan. To log and respond to queries for placement in Bi-Borough Mainstream and Special School from other Authorities.
- To be responsible for monitoring Annual Review procedures to ensure that each pupil's EHCP is reviewed annually.
- Act as first point of contact for a wide range of written and oral queries from internal and external customers in relation to all SEN matters.
- To be responsible for informing the Finance department when EHCPs are finalised or ceased or when there is a change in funding so that funds can be released into or withdrawn from the appropriate school budget.
- Maintain an up to date knowledge relating to SEN casework, including changes to national legislation and departmental policies
- Support colleagues by contributing to the development of an efficient and effective team.
- Act responsibly in order to build mutual confidence and respect and foster effective relationships with all.
- To attend and contribute to working parties to review, develop and improve procedures.

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

In accordance with Bi-Borough working arrangements, your employment will be with either Royal Borough of Kensington and Chelsea or Westminster City Council. Under the S113 of the Local Government Act 1972 you may be required to act on behalf of one or both of the

local authorities in the Bi-Borough partnership.

I agree to the above Job Description

Post Holder..... Date.....

Director / Chief Officer..... Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Complex Case Officer SEN
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: • IT literate including using database technology, and Excel and a case management system • Excellent organisational skills, including the capacity to manage competing demands and meet deadlines within timescales • Excellent administrative skills including confidence in using Microsoft Office and a case management system.
C	Skills; Experience and Attitude Essential: • A good knowledge of the Children & Families Act (2014); SEN Code of Practice 2015 and Education Act 1996 and any subsequent revisions or new legislation is essential; experience of applying it in practice. • Relevant experience in an educational setting, local authority, or with children and young people in a related field. • Experience of successfully managing casework or a caseload.

- Good interpersonal skills and experience of supporting shared problem solving with a range of people including children and young people, parents and practitioners.
- A good understanding of the nature and importance of partnership working and managing multiple stakeholders and evidence of good practice in this area.
- Good communication skills and being able to provide clear, concise and effective written and verbal communication as well as the ability to enthuse, engage and motivate others through these
- Knowledge of the pathways through the education system for children and young people, and a good understanding of Preparation for Adulthood
- Experience of using negotiation and conflict resolution skills successfully.
- Demonstrably good organisational skills with the capacity to manage competing demands and meet deadlines within timescales
- Enhanced knowledge, skills and understanding in a significant area related to SEN and relevant Education legislation.
- A good working knowledge of other relevant legislative frameworks such as the Care Act and safeguarding legislation and their relevance to and impact on SEND legislation
- An understanding of the changing national agenda for schools and an ability to interpret the impact of this on casework
- Successful experience of developing constructive and positive relationships and working collaboratively with Local Authority colleagues, head teachers, SENCOs, children, young people and their parents, and other stakeholders
- Evidence of sound judgement and analytical skills leading to effective service delivery
- Ability to manage and balance priorities to deliver to a high standard and within timescales
- Evidence of working cooperatively with key stakeholders so that appropriate decisions are made to meet the SEND needs of children and young people.
- Experience of and the ability to manage change whilst maintaining a motivated workforce and supporting delivery
- The ability to gather, understand and use data to make informed and effective decisions in relevant service areas

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST - We put local people at the heart of decision making in everything we do. - We seek to include and involve: all voices matter. - We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: - I actively involve and include the communities that I serve in my work. - I shall reflect the views of the communities in my daily work. - I shall improve the service I provide through seeking feedback from others. Our residents will feel that: - I have been included - I can see how my views have been taken into account - I can see improvements and developments based on my input
E	RESPECT - We listen to everyone and value the personal experiences of people in our communities and of each other. - We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: - I adapt my approach to take account of all differences and cultures in the community and with colleagues. - I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. - I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: - I feel my culture and background are respected. - I have confidence that action is being taken. - I feel I am being treated fairly.
F	INTEGRITY - We act with openness, honesty, compassion, responsibility and humility. - We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: - I demonstrate empathy in my interactions with others. - I am honest and transparent about the decisions I take. - I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: - I am told when something is not possible and the reasons why are explained to me. - I feel my perspective is listened to and understood. - I feel my views are valued

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WORKING TOGETHER

- We work together and in partnership with everyone that has an impact on the lives of our residents.
- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.