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| **Job Title** | SeniorEducation Health and Care PlanOfficer | **Post Number** |  **SGC1891** |
| **Department** |  CAH | **Division** |  ELS |
| **Section/Team** | Inclusion and SEND | **Reports to** |  Team Manager  |
| **Career Family**  | Customer Services  | **Role Profile No.** | CS06 | **Hay Grade** | 6 |
| **Context** |
| About the roleAs a Senior Education, Health and Care Plan Officer, you will lead and manage delivery and development of statutory services to ensure a high quality, efficient, effective and timely service to children and young people with SEND aged 0-25 years on behalf of the Local Authority.Key accountabilities:* You will lead on the delivery of statutory services to a cluster of schools within the South Glos area. You will be responsible for a team of 2-3 case coordinators and ensure that they achieve performance standards, complying with all SEND legislative and regulatory requirements, especially related to statutory deadlines.
* You will be responsible for the induction, support, ongoing training and development, supervision and appraisal of the EHCP co-ordinators in your team. You will manage a continuous development strategy that ensures all staff in your cluster have the skills required to do their work effectively, and are able to meet the required standards, service targets and performance criteria for the safeguarding and wellbeing of children and young people in South Gloucestershire.
* You will provide direct case management for the most complex cases, as determined by the Team Manager. You will oversee and support your EHCP co-ordinators to prepare and present cases at the Multiagency Resourcing Panel, chaired by the Head of Integrated Children’s Services, ensuring that the casework has been appropriately prepared with evidence of the efficient use of resources and follows due process.
* You will build an oversight of the schools, children and young people in your cluster, maintaining close links with cluster leads, headteachers and service managers in order to do so. Supported by the Data and Research Analyst, you will oversee KPIs for your cluster, reporting to the Team Manager and senior managers on a regular basis. You will ensure that you have an ongoing knowledge of the most vulnerable children in your cluster, liaising with appropriate professionals and service leads.
* You will lead on the preparation of tribunal cases, seeking resolution through strong case management and liaison with parents and their legal representatives; you will use your experience and solution focused approaches in order to reach agreement where possible prior to hearing. Where this is not possible, you will represent the Local Authority as the expert witness at SEND Tribunal Hearings, applying your specialist legal knowledge in order to put your carefully researched case to the judge. During the tribunal hearing you will be responsible for decision making that will have significant financial implications for budgets normally held by senior managers.
* You will also represent the Local Authority at Mediations, Telephone Case Management Hearings as necessary.
* You will keep up to date with changes in the legislation and most recent case law.
* You will represent the SEND service and strategic and cross-agency developments groups, providing a key link for agencies/teams such as parent carer forums, virtual school, finance, admissions and alternative provision schools.
* You will participate in the cycle of regular audits of EHC Plans, adhering to the approved Quality Assurance Framework to support continuous improvement in the quality of plans, ensuring that learning from the audit process is embedded within your team and reflected in future plans.
* You may be required to deputise (rota basis) for the Team Manager as necessary, for example chairing multiagency panels, making decisions on special school placements and allocation of funding.
* You will identify development priorities within the SEND service and the wider area in order to drive and support improved outcomes for children and young people including the delivery of appropriate support and training to targeted groups.

It is expected that the assessment of the child/young person’s needs will include consideration to provide transport assistance and you will be required to make recommendations (using clearly defined criteria) of whether transport assistance should be provided. Further you will engage with the PfA team in annual reviews which will also (when appropriate) consider if a young person has the potential to travel independently with the provision of independent travel training. All information related to the needs assessment, decision making, issue of plan and plan review process is held in a management information system (MIS) MOSAIC, and you will ensure that this system holds accurate and relevant current information about the cases for which you are responsible including those of your team members. You may be required to participate in future reviews and development of the MIS in order to support continuous improvement of the service.Physical Effort and Working Environment (other than in a normal office environment) N/A About the team The Inclusion and SEND Service Teams exists to improve outcomes and make a positive difference to the lives of children and young people with SEND, and their families, who require support and young adults who have eligible education & training, health and social care needs.The Service will provide high quality, coordinated child, young person and family-centred services which respond to needs and adopt a preventative and early help approach. Whenever and wherever possible services will be provided at a mainstream universal level (within communities) and barriers to this will be removed. The service operates under the SEND Code of Practice, the Childrens Act 1984, the Children’s and Families Act 2014, the Care Act 2014 and supports delivery of South Gloucestershire’s SEND strategy. About the wider section/functionThe service sits within the Education, Learning and Skills Department and the post holder will report directly to the EHC Team Manager. This service will provisionally be made up of practitioners that provide the statutory processes that support and deliver the EHC needs assessment, EHC plan annual reviews and disagreement processes (disagreement resolution, mediation and tribunals).The service works collaboratively with partner agencies such as the Clinical Commissioning Group and the private and voluntary sector to implement the Children and Families Act 2014 and meet the requirements of SEND Code of Practice 2015, Adult Social Care and other relevant legislation. Problem solving and decision making examplesThe post holder will be responsible for working alongside practitioners (SENCo’s) in schools; education psychologists and health service providers to develop Education, Health and Care Plans which respond to children and young people’s needs and clearly set out the outcomes that are expected to be achieved. For some cases Parents and Carers may not support the placement identified and may feel that the provision cannot effectively meet their child’s needs. You will be required to collate information from all professionals involved to demonstrate how the provision is able to meet the child’s needs and therefore why that particular school or provision has been identified. You will represent SGC in Tribunals and this will require presentation of that information at a Tribunal including making the case for why the placement option identified by the local authority is appropriate. You will be involved in reviews of EHC Plans and may be required to make decisions in support of changes to plans to reflect the changing needs of children and young people. You will also be required to contribute to decisions to cease Education Health and Care Plans, providing necessary information for the decision and being able to clearly articulate to parent and Carers the reasons for the decision made and why this is in the best interest of the child or young person.  |
| **Role Purpose** |
| To assist in the management of or supervise a team or service area providing customer services. |
| **Key Responsibilities**  |
| Assist in the management of, or supervise a defined team ensuring team members receive clear organisational direction and development and the work meets the required standards. |
| Contribute and participate in departmental projects to improve the quality and standard of service provision or manage smaller projects in your own specialist area. |
| Monitor and report on service standards within your own service area in order to improve processes and services to customers. |
| Contribute to the identification of organisational issues and problems in order to support decision making by providing specialist advice and recommendations in the form of presentations, reports, briefings and consultations. |
| Provide expert and sound advice to colleagues and customers, and keep up to date with developments both internal and external to ensure customers are well informed and that service delivery meets changing requirements.  |
| Ensure that customer queries and complaints received by the team are resolved and major issues are reported as required using set procedures. |
| Control the work carried out to ensure compliance with all regulations and codes of practice ensuring that team members understand their obligations. |
| Research and collect information to compile and submit reports consulting with internal, external customers ensuring that sound recommendations are made. |
| Manage or monitor resources and/or budgets/financial information within your own service area ensuring that maximum value is delivered. |
| Input into the resource planning process |
| Ensure compliance with all regulations and codes of practice and in particular ensure the safety of customers and staff. |
| To ensure performance targets and standards for customer care are met.  |
| **Contacts and Relationships** |
| You will support and motivate staff.You will advise and explain responses to customers.You will support partnership working with external contacts and colleagues to promote and develop the services provided and to influence their decisions. |
| **Work Planning, Procedures and Organisation** |
| You will contribute to budget formulation and operate within approved budgets.You will work within a policy framework and regulatory guidelines.You will monitor and assess requirements for level of service delivery and recommend improvements.You will identify staff and personal training needs and initiate learning programmes. You will plan work activities within general professional guidelines or organisational policy. |
| **Knowledge, Skills and Experience** |
| 1. You will have a degree level qualification or equivalent e.g. NVQ 4 or significant relevant experience
2. You will have relevant practical experience and be able to demonstrate management or supervisory ability and success in a similar work environment, backed by evidence of appropriate specialist knowledge.
3. You will demonstrate thorough knowledge and understanding of the relevant regulations and codes of practice, which may include broader department awareness.
4. You will have experience of, and the ability to supervise, motivate and develop a team.
5. You will demonstrate knowledge of key relevant internal and external contacts
6. You will have proven high level communication, influencing and negotiating skills.
7. You will demonstrate detailed operational knowledge of I.T. systems relevant to your own area.
8. You may have financial experience or training sufficient to manage budgets.
9. You will have good analytical and problem solving skills.
10. You will have experience in dealing with competing issues and identifying priorities.
11. Able to demonstrate the Council’s values and behaviours.
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| **Problem Solving** |
| There are varied, established procedures and standards in place to guide your thinking in how to resolve problems How you tackle different situations will be based on choosing the correct solution for the problem using your previous experience and knowledge. Problems tend to fall within the boundaries of your own experiences. Solutions can be tested to see whether the answer is right or wrong within a fairly short timescale.Supervision relating to problems is available. |
| **Facts and Figures** |
| Numbers of staff managed/supervised Supervising/supporting the SEND EHC case coordinators Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify) No direct budget responsibility but influence over expenditure (currently £22million on High Needs (including special educational needs) against budget of £18 million) and therefore expectation that post holder will contribute to improved procedures to tighten control over expenditure and that this is reflected in EHC Plans in targeting support according to need.Number of enquiries/items processed Significant complex enquiries from parents and multi-agency partnersValue of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement) N/ASize, complexity and number of cases/number of clients allocated There are over 1650 children and young people with an Education, Health and Care plan within the service whose circumstances will present with differing levels of complexity. Social Workers will carry an average of 20-25 cases, Occupational Therapy 30 - 40 and SEND case co-ordinators 150-200 cases. Please note this will vary depending on the complexity and demand.   |
| **Organisation Chart** |
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| **Person Specification** |
| Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.Essential * Degree or substantial equivalent relevant work experience within SEN sector(1)
* Substantial experience of working with children and young people with disabilities. (2)
* Detailed knowledge of relevant SEN legislation and statutory accountabilities of the service (3)
* Have high level of interpersonal skills, be able to communicate findings, risks and decisions to service users, families, carers (5)
* Experience of working with a broad range of people including families, education, social care and health care professionals. (3,5)
* Experience of leading multiagency meetings.(2,5)
* Experience of writing person centred, outcomes based plans/ report writing - able to write clearly (5)
* Skills to research local offer and ability to share it with families (3)
* Ability to use IT systems to keep records up to date and to use common software packages e.g. word, outlook (7)
* Experience of, or be prepared to work in accordance with the Council’s safeguarding policies and procedures.(3)

DesirableExperience of supervising staff (4)Knowledge/experience of budgets/finance (7)Validated 14 December 2020 |