

Job Description

Job Title: SEN Senior Casework Officer

POSCODE:

Grade: P2

Overall purpose of the job

To support the SAT Manager and Deputy Managers in ensuring statutory duties and targets are met by overseeing and assisting in the management of the Education Health and Care Needs Assessment and Annual Review Processes for children with complex additional needs, ensuring the effective use of resources in schools and settings both in and out of County.

Deputising for the Deputy Managers/Team Leaders as necessary.

Main accountabilities

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1.	To supervise and line manage a team of SEN Casework Officers with a particular focus on the support and supervision of casework.
2.	Prepare and present cases to panels as appropriate and provide feedback to schools, parents and professionals. Implement outcomes from panels seeking creative solutions where required.
3.	Identify issues, negotiate and resolve problems arising from casework and inter-agency work.
4.	To oversee a particular area of responsibility as identified by the Strategic Manager, for example, Children in Care, NEET, etc. with EHC Plans.
5.	Monitoring and review of cases in the EHC Needs Assessment/Annual Review/Tribunal process to ensure timescales are met.
6.	Monitoring of placements, with a particular focus on those who are out of school/awaiting specialist placement.
7.	To support the development of practice and processes within the team that meets service needs.
8.	To support in the development and delivery of training to new staff, staff CPD and partner agencies as required.
9.	Attendance at relevant decision making meetings for CYP with an EHCP.
10.	To support team meetings across the case worker and business support teams and work closely with Senior Business Officers to maintain processes.
11.	To support with data integrity checks in liaison with business support colleagues and case work officers.
12.	Work in partnership with parents/carers, children and young people and develop effective relationships with schools, professionals and other agencies. Develop excellent working relationships with other Local Authorities and with our key stakeholders.

13.	Negotiate educational provision with schools, settings and other agencies. Manage and monitor contract compliance with providers.
14.	Ensure robust links with services who work closely with SAT including: SEND Districts, SENDIASS, Admissions, Virtual School, ART including attendance at meetings to represent SAT as required.
15.	Contribute to the planning and delivery of the Local Authority's response to special educational needs in the County.
16.	To ensure co-production with parent/carers, and children and young people.
17.	To respond to incoming queries that require immediate reply/action or that cannot be dealt with by the duty caseworker and require a problem solving approach to de-escalate and resolve situations to reduce potential complaints.
18.	To investigate and respond to complaints on behalf of the team.
19.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
20.	To support and work on any other identified areas as requested by the SAT Strategic Manager.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE Grade A-C/5-9	To include English and maths	Essential
A level/level 3 qualification		Essential
Degree level qualification or equivalent		Essential
Professional qualifications	Education/SEN – Teaching qualification/SENCo or Specialist SEN Training/SEND Caseworker Award	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge	In depth working knowledge and understanding of the SEND Code of Practice, SEND Regulations and the Children and Families Act with an understanding of key timeframes and deadlines associated with the EHC statutory processes	Essential
	Understanding and awareness of budgets and effective use of the public purse.	Essential
	Substantial knowledge and experience of working effectively with children, young people with SEND and their families.	Essential

	Substantial knowledge and experience of complex case work and case load management.	Essential
	Knowledge of SEN within educational settings	Essential
Skills	Excellent interpersonal and communication skills with the ability to communicate effectively with a wide range of audiences.	Essential
	Solution focused coaching and supervision skills in order to effectively support team members.	Essential
	Able to effectively manage time and workload of self and others.	Essential
	The ability to motivate others and work across teams to achieve agreed goals for children and young people with SEND.	Essential
	Excellent planning and organisational skills	Essential
	Ability to work effectively on own initiative and as part of a team	Essential
	Ability to be flexible and respond to competing priorities	Essential
	Confident in the ability to work under pressure and to manage and prioritise a large caseload effectively	Essential
	Excellent time management skills in order to meet statutory deadlines	Essential
	A 'can do' approach with a positive attitude	Essential
	The ability to ascertain important information from discussions and written reports and convey this within EHC Plans	Essential
	An excellent level of written skills	Essential
	Excellent, confident verbal communication skills, with the ability to empathise, challenge, negotiate and mediate where required.	Essential
	Confident in facilitating multi-agency meetings	Essential
	Commitment to delivering a high quality service that supports the needs of children and young people with special educational needs and their families	Essential
	The ability to form good working relationships and to relate to children/young people and their families in a professional and enabling manner	Essential

	The ability to travel throughout the County and beyond where required	Essential
Experience	At least two years experience of working as a SEN Casework Officer	Essential
	Experience of working as a Senior Caseworker	Desirable
	Experience of workload management and prioritising complex case work	Essential
	Experience of working effectively as part of a busy team and on own initiative	Essential
	Experience of working to tight deadlines with competing priorities and pressures, whilst maintaining a high standard of service delivery	Essential
	Experience of facilitating multi-agency meetings	Essential
	Experience of working with a wide range of people, including families, education, health and social care professionals	Essential
	Experience of writing person centred plans/report writing	Essential
	Experience of communicating effectively in a variety of ways	Essential
	A high level of ability in administrative/office processes	Essential
	Working experience of MS/IT applications	Essential
	Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
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