WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

EHC Caseworker

Education Health Care Service, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

1. To act as case manager for the process for statutory assessments and Education, Health & Case Plans for children and young people with special educational needs to ensure they have appropriate support, resources, and placements in schools to enable them to achieve their maximum potential for learning.

2. To lead the statutory annual review process of Education, Health & Case Plans and attend person centred review meetings at key transition points

Accountable to:

This role is accountable to the Education Health Care Services Manager. The role sits within Children & Young Peoples Service, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

For example: To meet with internal stakeholders to present, analyse and review their people data, ensuring they understand the data produced and can easily utilise this for service development and improvement.

1. Carry out needs led assessments in accordance with the eligibility criteria and in conjunction with contributions from service users, carers and other professionals and community sources as appropriate including acting as chairperson at a multi-agency meeting that finalises the EHC Plan and indicative personal budget.

2. Construct and develop Education, Health & Care Plans from approved assessments to achieve stated objectives and outcomes in relation to the needs of individuals, reflecting as closely as possible service users' aspirations.

3. Construct and develop a Multi-Agency Plan of Support if assessment determines support should be provided from universal and targeted services.

4. Give advice and support to service users and carers in specified circumstances for the purposes identified in the EHC plan or MAP of Support.

5. Undertake the on-going co-ordination, monitoring and annual review of EHC Plans to ensure the service user is receiving the appropriate level of support for their identified needs agreeing amendments and/or discontinuation of the Plan as appropriate.

6. Where relevant, liaise with service users and providers to monitor and develop services. Request funding for the service identified and, if agreed, ensure that a care/support and risk management plan is completed with the individual and selected provider, to ensure their health and safety.

7. Maintain and update all relevant records and forms in accordance with WNC policies and procedures for effective working, efficient audit and clarity of information for management relating to performance targets and service provision.

8. Engage in partnership working that seeks to creatively meet the needs of service users in an outcome focused way, including chairing the multi-agency plan meeting and negotiating on joint funding issues.

9. Advise and support managers and provide day to day advice and guidance with their work to ensure the team delivers a comprehensive service within the statutory and WNC requirements.

10. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the postholder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Able to assimilate and interpret written advice and information from a wide range of people including parents, young people and multiagency professionals	Essential	A, I
High-level spoken and written English communications skills	Essential	A, I
Strong customer service skills, in particular ability to offer advice and guidance	Essential	A, I
Excellent organisational skills, with the ability to prioritise workload effectively	Essential	A, I
Accurate data input skills with good attention to detail	Essential	A, I
Adaptable, enthusiastic and able to work independently and as part of team	Essential	A, I
Ability to travel freely across the county as required in the role	Essential	A, I
Proficient in Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Understanding of statutory processes within education, health or social care context, and awareness of how these processes may be applied in managing and coordinating individual case	Essential	A, I
Knowledge of SEN regulations and statutory reporting requirements	Desirable	A, I
Understanding of Capita ONE and/or Liquid Logic or alternative case management system	Desirable	A, I
Experience of facilitating person centred meetings	Desirable	A, I
Awareness of laws and legislation affecting Local Authority, or Social Services or Health Services	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of statutory process and managing statutory systems. Relevant experience and knowledge could be gained through working in education, health, or social care environments.	Essential	A, I
Experience of problem solving, resolving conflict and medication	Essential	A, I
Experience of leading meetings. Knowledge of Person-Centred planning and processes	Essential	A, I
Experience or providing a point of contact for service users and working in partnership with a range of professionals across health, social care and education	Essential	A, I

Experience of systems, databases, administration, and management	Essential	A, I
Jobholder must be prepared to maintain professional development and undertake further training relevant to the job	Essential	A, I

Education, training, and work qualifications:	Essential / Desirable	Measured by
Good education to A level or equivalent	Essential	A, I, D
Recognised qualification in Special Educational Needs, Education, Health or Social Care	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include:
Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non-police personnel vetting, Disqualification from Caring.

Day-to-day in the role:

Hours:	37 per week	**Primary work base:**	Office/Hybrid
Job family band:	Care and Welfare	**Worker type:**	Part-flexible
Salary range:	Band 7	**Budget responsibility:**	None

People management responsibility: None

Working conditions & how we work:
Regular working alone, risk of verbal abuse from parents on the phone or at home visits. Exposure to mental health pressures and demands with fast-paced changes to priorities also work volume.

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture."

Should you require this document in another format or language, please contact:
Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council