

Job Description

Job Title: SEND (Special Education Needs and Disabilities) Client Researcher

Grade: Scale 4

Overall purpose of the job

The SEND Client Researcher will review and report on data relating to EHCPs (Education & Health Care Plan) (Education & Health Care Plan) for ages 18-25 years. The role will work with various SEND service teams to ensure any relevant data follow ups take place, and will engage with other key stakeholders, including those individuals with an EHCP, to ensure appropriate reporting and further support is provided.

Main accountabilities

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1.	Use SEN2 data and financial reporting to identify a caseload of young people in order to track individuals aged 18-25 years in and out of the area with an Education, Health, and Care Plan (EHCP) to ensure their reported information is up to date.
2.	Follow up on EHCP data reporting with the identified individuals via appropriate and identified communication methods, based on the needs of the young person being contacted.
3.	Co-ordinate EHCP data reporting information to various teams, including: the Statutory Assessment Team (SAT), SEND Finance, Targeted Services, and other appropriate SEND management.
4.	Actively support young people with EHCPs by regularly contacting them and signposting them to the SEND Hub Local Offer, employment services, education and training, and other appropriate information sources and relevant services.
5.	Working with Targeted Services, the SEND Client Researcher will support with the co-ordination of the Annual Activity Survey as required by the Department for Education (DfE).
6.	Use SEND databases to ensure close relations with other agencies and services, such as: Children Social Care, Schools, and Youth Offending Service. This should be used to obtain up to date contact information or to confirm a young person's EET (Education, Employment, and Training) (education, employment, and training) status.
7.	Take part in appropriate SEND service meetings and contribute to discussions in relation to reviewed data which highlights themes and gaps of the cohort of 18–25-year-olds with an EHCP.
8.	Ensure appropriate databases are kept up to date with accurate information, and that any required changes to data or EHCPs are escalated to the Statutory Assessment Team.

9.	Liase with post-16 education providers to ensure effective information exchange and targeted support of individuals with timely follow up of any next steps.
11.	Attending and providing feedback at multi-agency meetings with other client researchers associated with NEET reduction.
12.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
	Demonstrate an awareness and understanding of equality, diversity, and inclusion.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills, and experience

Qualifications Required	Subject	Essential/ Desirable
5 GCSEs at Grade C or above, including: English and Maths and be ICT (Information and Communications Technologies) confident or equivalent		Essential
NVQ (National Vocational Qualifications) Level 3 or Equivalent		Desirable
Level 4 Information, advice and guidance		Desirable

Knowledge		Essential/ Desirable
Awareness of issues	Awareness of the range of issues affecting young people	Essential
Knowledge of support services for young people	Knowledge of support services for young people, particularly around NEET, Targeted Support Services.	Desirable
Data Management	Knowledge and experience of data management, including data collection, analysis and research.	Essential
Information Sharing	An understanding of the challenges associated with multi agency working.	Desirable
Confidentiality	An understanding of the importance of maintaining confidentiality.	Essential
Partnership working	Knowledge of collaborative partnership working at all levels	Desirable
Data Systems	Knowledge of the local SEND database and the National Client Caseload Information System	Desirable
Knowledge	Awareness of the SEND Information Hub/ Local Offer.	Desirable
Skills		
Decision making	Ability to seek more information to determine an individual's next steps, and tailor signposting accordingly.	Essential
Time Management	Ability to plan time effectively to the changing needs and priorities of the service and role	Essential
Communication Skills	Able to communicate and build a rapport with others effectively	Essential
Problem solving skills	Strong problem-solving skills to handle a changing environment with potentially conflicting priorities.	Essential
Coaching and Mentoring	Ability to support other professionals on the use of the data system	Desirable

ICT Skills	Good level of ICT skills, including using MS Office applications.	Essential
Working Arrangements	Able to work effectively alone and as part of a team	Essential
Negotiation Skills	Ability to negotiate with internal and external partners to achieve positive outcomes.	Desirable
Experience		
Customer Service	Relevant experience of customer service via phone, text and email.	Essential
Working with Young People	Experience of working with young people and people seeking advice.	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.	
Safeguarding	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.	

Disclosure level

What disclosure level is required for this post?		Standard

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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