

Job Description

Job Title: Senior Casework Officer

Grade: P2

Overall purpose of the job

1. Support the Head of SAT and the Deputy SAT Managers in ensuring statutory duties and targets are met and are undertaken effectively.
2. Deputise for the Deputy Managers as necessary.

Main accountabilities

1.	<p>Leadership and Line Management</p> <ul style="list-style-type: none">• Supervise SEN Casework officers in the area, with a particular focus on supporting casework and authorising where necessary decision making in teams.• Line manage SAT Casework Officers ensuring CWOs are supervised effectively and supported with their casework.• Support Casework Officers with queries.• Monitoring and review of the cases in the EHC Needs Assessment process to ensure that statutory timescales are met, where able.• Monitoring and review of Annual Review processes to ensure that statutory timescales are met, where able.• Supporting the development of practice and processes within the team that meet service needs.• Along with the Head of SAT and Deputy Managers, oversee a programme of induction and training of new SEN CWOs and training and development of the CWO team.
2.	<p>Attendance at Panels and Meetings</p> <ul style="list-style-type: none">• Attendance at relevant decision-making meetings for CYP with an EHCP.• Supporting team meetings across the CWO and Business Support team.
3.	<p>Relationships</p> <ul style="list-style-type: none">• Ensure co-production with parent carers, and children and young people.• Working closely with Senior Business Officers to design and maintain crucial processes.• Ensure robust links with services who work closely with SAT including: SEND Districts; SENDIASS; Admissions; Virtual School; SETT and ART, including attendance at meetings to represent SAT as required.
4.	<p>Service Delivery, Process, Development and Quality Assurance</p> <ul style="list-style-type: none">• Support the Head of SAT and the Deputy SAT Managers in ensuring statutory duties and targets are met and are undertaken effectively.• Support the interpretation and narrative for monthly and annual reporting against statutory key performance indicators and internal SEND dashboard reports.

	<ul style="list-style-type: none"> • Support the development of practices and policies within the SEND Service, including the review of SAT tasks, involvement in process mapping work, adapting and streamlining processes in order to improve efficiency. • Provide advice and guidance to Business Support colleagues to support the development of processes and practice. • Design, support and delivery of training to external and internal partners.
5.	<p>Provide Management monitoring and reporting on:</p> <ul style="list-style-type: none"> • Supporting the monitoring of placements, with particular focus on those who are out of school and awaiting specialist placement. • Reporting on those cohorts of young people who are educated other than at school; Personal Budget, EHE, NEET. • Supporting with data integrity checks in liaison with the BS team & CWOs. • Supporting with collation and coordination of the SEN2 Census data. • Support with queries coming into the office that cannot wait for referral to allocated CWO or unable to be dealt with by duty CWO and require problem solving approach to de-escalate and resolve situations reducing potential formal complaints

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification,		E
Teaching qualification/SENCo or Specialist SEN training desirable	Teaching qualification/SENCo or Specialist SEN training desirable	D

Knowledge		Essential/ Desirable
Legislation	In depth knowledge of relevant legislation including the Equality Act (2010), the Children and Families Act (2014) and the SEND Code of Practice (2015)	E
Finance	Understanding and awareness of budgets and effective use of the public purse	E
SEND Systems	Excellent knowledge, statutory and non-statutory, of SEN systems and processes	E
Working with families	Substantial knowledge and experience of working effectively with children, young people with SEND and their families	E
Case Management	Substantial knowledge of complex case work and case load management	E
Education settings	Knowledge of systems of SEN in schools and settings, including post 16 and early years	E
Skills		
Communication	Excellent interpersonal and communication skills and able to communicate effectively with a wide range of audiences. Excellent recording skills and written communication.	E
Supervision	Solution focused coaching and supervision skills in order to effectively support team members.	E
Workload management	Able to effectively manage time and workload of self and others.	E
Team Support	Able to motivate others and work across teams to achieve agreed goals for children and young people with SEND.	E
Process development and implementation	Able to develop and implement effective and streamlined processes to support the statutory assessment process across the SEND Service.	E
IT skills	IT literate	E
Experience		
	Proven experience of statutory assessment casework.	E
	Experience of workload management and prioritising complex casework.	E

	Experience of working collaboratively with children and young people with SEND and their families.	E
	Experience of working effectively with other stakeholders including internal and external partners.	E
	Experience of promoting and implementing inclusive practice.	E
	Experience of delivering training.	D
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role and be trained as a Designated Safeguarding Lead	E
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	E