

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	SEND Case Officer
Grade	PS8	Reports to (role title)	SEND Senior Case Manager
		date Role Profile was created	Children, Families & Learning
JE Band	269-313	Service	Education, Lifelong Learning & Culture
		Team	SEND
		Date Role Profile was created	Feb.19

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role holder is responsible for development and maintenance of Education Health and Care Plans from initial application and assessment to the annual review process.</p> <p>The SEND case worker will work with families of children with Special Needs and Disability in a highly person centred relational approach, and coordinate service provision across education, health and care to ensure holistic delivery plan for individual child and family.</p> <p>To work collaboratively with families, schools and other key partners agencies for individual children and young people with SEND to ensure children and young people are educated and are in receipt of appropriate provision that is inline with their holistic needs.</p> <p>The role holder will work closely with and facilitate engagement with educational settings and relevant practitioners to support, advise and monitor the local offer and to work with schools on individual cases as needed. Plan production and the experience of families, carers, children and young people should be high quality. Caseworkers should take a reflective approach to their practice in order to drive improvement. The use of data and feedback by the role holder should also drive quality improvements. Role holders are part of a graduated response and continuum of need and should work with a team around the child approach. Timeliness of planning, quality of assessments and plans and impact of annual reviews will be important measures of success.</p>
Work Context	<p>The SEND case worker is responsible for managing a case load of children and young people with SEND acting as a key point of contact. This includes engagement with families, children, young people, schools, colleges and other partners where a statutory assessment request has been made. Or responding to change in circumstances. Surrey works on a quadrant basis and the post holder will work within a quadrant and be required to travel to and attend meetings at education settings across Surrey and on occasion outside Surrey. The role holder should undertake their work with due regard to the equitable use of resources and to drive the sustainability of services financially, underpinning the SEND Transformation through their individual practice and supporting the development of others.</p>
Line management responsibility if applicable	
Budget responsibility if applicable	<p>The post holder must be familiar with the use of public funds and the high needs block. Following processes and procedures as set out across Surrey County Council to request and or allocate funding such as Individual Pupil Schools Based budgets (IPSPB), personal education budgets and funding for school based SEN provision.</p>
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> Identify opportunities and risks associated with the service and escalate / report to management. Assess and manage risk associated with assigned cases/service delivery. <p>Service Development</p> <ul style="list-style-type: none"> Contribute to the regular monitoring and review of services established to facilitate service improvement. Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or

	<p>contractors on operational issues to share knowledge or best practice and deliver service in partnership.</p> <ul style="list-style-type: none"> • Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Advanced vocational qualification at level 4 or considerable on the job experience. • For some roles a relevant degree may be required. • Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. • Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. • Satisfactory DBS clearance might be required.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Educated to A level minimum / equivalent training / experience of SEN knowledge and experience, namely Code of Practice and Children and Families Act 14. • Good knowledge of Surrey's SEND policy and practice, national guidance and legislation. • Good knowledge of SCC's Local Offer and that of its mainstream and special schools or a willingness to acquire such knowledge. • Good knowledge of educational settings and a willingness to develop this across the 0-25 age range. • Knowledge of evidence based effective intervention and able to articulate well within report writing. • Ability to take ownership for writing and maintaining the EHC, and to present to partnership resource allocation forum as and when required. • Demonstrable experience of working in a collaborative way with children/young people and parents to ensure families views are heard and applied. • Significant experience of working with vulnerable children/young people, especially those with SEND. • Role requires valid DBS check.
<p>Role Summary</p>	<p>Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>

