

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	EHCNA Officer
Grade	PS6	Reports to (role title)	ECHNA Manager
		Directorate	Children's School and Families
		Service	SEND
JE Band	192-227	Team	ECHNA Team
		Date Role Profile was created	31/07/2024

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 will facilitate the timely and accurate processing of information for Education Health and Care Needs Assessments. They will also contribute to the continuing improvement of the SEND Service for pupils and their families, promoting Surrey County Council's values and working in collaboration with Family Resilience teams.</p> <p>To undertake all statutory administration processes linked to the Education, Health and Care Plan legislation and in accordance with statutory frameworks in accordance with The Children and Families Act 2014 and SEN Code of Practice January 2015.</p> <p>To provide an efficient case work admin support that enables effective and efficient support in order to build strong and resilient children, young people and families.</p>
Work Context	<p>Undertake EHC case work functions for a caseload of children and young people with SEN aged 0 to 25 who are under an EHC needs assessment- In particular, this will include: Being a single point of regular and consistent contact for the child or young person and their parents/carers during the education, health and care needs assessment process; Co-ordinating all statutory documentation, data and finance around the child and young person in relation to their EHCP and the statutory processes; preparing and submitting the case to EGB, sharing the decisions through statutory correspondence, administrating consultation with schools and settings.</p> <p>Ensure that the education, health and care needs assessment is undertaken within statutory timeframes, information is recorded correctly and appropriately on databases/systems and records are kept up-to-date and accurate.</p> <p>Ensure that systems are clearly and consistently updated with all relevant information in a timely manner.</p> <p>Build effective relations with various parties including the child or young person with SEN and their family to ensure all parties are kept up to date with any developments</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	To ensure financial information is recorded clearly and monitored effectively
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. <p>Case Management</p> <ul style="list-style-type: none"> • Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. • Assist in development and project work, and working with other staff to provide information and feedback. <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. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Good standard of spoken and written English • Good standard of IT skills including use of Word, Excel, Powerpoint • Ability to use a range of databases with training and to input information with a high degree of accuracy • Understand the needs and perspectives of Children and Young People with SEND. • Awareness and good working knowledge of relevant legislation, processes and procedures and issues relating to SEND and the education system. • Ability to interact positively with families, professionals and colleagues from a range of agencies • Experience of working in a customer focused environment • Ability to put people at their ease and display understanding and empathy • Ability to record information accurately and relay important information to senior colleagues for decisions • Ability to prioritise work under pressure • Willingness to work across teams to cover urgent work • Good understanding of the need to safeguard confidential information, to respect the privacy of families and colleagues • Resilience to cope with sensitive and at times disturbing information or concerns that may be disclosed to the post holder in the pursuit of their duties • Ability to work to promote the Council's Equal Opportunities Policies • Satisfactory DBS clearance is required.
Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>
Reference Number	<p style="text-align: center;">BM-2025-234</p>