

# Role Profile

## Part A - Grade & Structure Information

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| <b>Job Family Code</b> | <b>10PCS</b> | <b>Role Title</b>                    | <b>SEND Senior Case Manager</b>                  |
| <b>Grade</b>           | PS10         | <b>Reports to (role title)</b>       | <b>Area SEND Manager</b>                         |
|                        |              | <b>Directorate</b>                   | <b>Children, Families and Learning</b>           |
| <b>JE Band</b>         | 371-438      | <b>Service</b>                       | <b>Children, Lifelong Learning &amp; Culture</b> |
|                        |              | <b>Team</b>                          | <b>SENDSenior Case Manager</b>                   |
|                        |              | <b>Date Role Profile was created</b> | <b>Feb.19</b>                                    |

## 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.

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| <b>Role Purpose</b><br>including key outputs | <p>To manage a team of area SEND case officers to ensure effective delivery of statutory SEN services, ensuring the effective and efficient use of resources in consultation with the SEND Area Team Manager.</p> <p>To hold a caseload working with children, young people, parents and carers, educational providers and partner agencies so that the statutory duties and responsibilities as set out in DFE guidance and Special Educational Needs and Disability (SEND) 2014 legislation are implemented and completed accordingly.</p> <p>The role holder will supervise an area based SEN case worker team ensuring service delivery meets agreed performance targets and is in accordance with Special Educational Needs and Disability (SEND) 2014 legislation and DFE requirements.</p> <p>They will support the Area SEN manager and Area Lead for Psychology and Assessment with the deployment of resources (Individual Pupil Support budget, School Agency placements and associated budget, human resources and buildings) using monitoring</p> <p>The role holder will work collaboratively with all members of Children's, Schools and Families Directorate, Service Managers, schools (including those in other authorities and the independent and non-maintained sector), external agencies, Members and other teams within Surrey County Council's directorates to ensure the special educational needs of children with Statements are appropriately met and that the transfer of statements to EHCP is undertaken in a timely and appropriate way.</p> <p>They will work within practice and procedures (locally and across the County in collaboration with relevant colleagues) to ensure appropriate decisions are made, including the decision to undertake additional assessment procedures for transfers and secure appropriate provision.</p> <p>They will also ensure and deliver a strong customer focus for the team; and ensure parents, carers, children and young people are made fully aware of their rights to contribute to the SEND processes and that they are advised of any subsequent appeal or dispute resolution process available to them in a timely manner.</p> <p>They will represent and negotiate on behalf of the ASNMs with parents, their representatives and settings in relation to individual pupil statutory arrangements and placements.</p> |
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**Work Context**

The SEN Management Team operates in a fast paced, complex interpersonal environment involving children and young people with high level and complex special educational needs, their parents/carers, schools and other professionals requiring an enhanced level of communication skill and strong case management.

The SEN Management Team administers and is responsible for statutory functions on behalf of the Authority and has significant contact with members of the public and other professionals from within and outside of the County Council, schools and other settings.

There are four AREA SEN Management Teams who cover the four areas of the County (NW, NE, SE, SW), working across 11 Boroughs and Districts, and each will need to manage crucial interfaces with the support services, Children’s Service and the Corporate Parenting Team, as well as maintaining excellent multi agency working.

The Service manages a complex range of issues and needs and service management is expected to operate in a positive, collegiate and respectful manner to ensure county-wide service effectiveness across County Services and partners.

**Line management responsibility**  
if applicable

Management of a NW, NE, SE or SW Area SEND case worker team (approx. 5 full-time staff).  
Management of up to 3 Assistant Case Officers.

**Budget responsibility**  
if applicable

Indirect: Impact on the SEN budget and resource allocation.

**Representative Accountabilities**  
Typical accountabilities in roles at this level in this job family

- Risk Management**
- Identify opportunities and risks associated with the service and escalate / report to management.
  - May undertake the role of expert practice lead, managing highly complex cases and leading consistency and standards of practice in a defined geographical area.
  - Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.
- Service Development**
- Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service.
- Planning & Organising**
- Manage the planning and delivery of services and caseload or projects for own area involving some specialist knowledge or assessment.
  - Contribute to service plans and plan staff resources to maintain operational delivery of services.

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|   | <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/funding management in accordance with the council policies and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors to share knowledge or best practice and ensure quality, integrated service delivery.</li> <li>• Work in partnership with service users, their families/carers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p> | <ul style="list-style-type: none"> <li>• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area.</li> <li>• High level working knowledge of relevant legislation and procedural frameworks and practice standards</li> <li>• Able to plan and carry out specialist assessments and deliver and oversee programmes or packages of care and support.</li> <li>• Ability to manage budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> <li>• Understanding of the principles of confidentiality and information governance and how these apply to social care.</li> <li>• Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul> |

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| <p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p> | <ul style="list-style-type: none"> <li>• Degree level or equivalent relevant experience.</li> <li>• Detailed knowledge of special educational needs legislative framework and government policy and initiatives.</li> <li>• Highly developed presentational skills, particularly in relation to report and letter writing with evidence of ability to summarise complex information in written form.</li> <li>• Excellent advocacy, time management and organisation skills..</li> <li>• Excellent inter-personal skills and ability to develop effective and positive collaborative working relationships with a range of colleagues, and members of the public.</li> <li>• Effective use of ICT including EMS and data management.</li> <li>• Proven track record of managing a range of responsibilities and co-ordinating service delivery in a multi-disciplinary environment.</li> <li>• Experience of SEN casework and statutory processes.</li> <li>• A positive outlook that celebrates success, builds on a framework of good practice and seeks constructive solutions to problems.</li> <li>• Willingness to accept accountability for the management of risk.</li> <li>• Ability to travel, preferably car driver with current, clean driving licence valid for use in the UK.</li> </ul> |
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| <p><b>Role Summary</b></p> | <p>Roles at this level manage operational service delivery or are an expert practice lead supporting consistency and standards of practice, in a defined service or geographical area. They will often have key responsibilities in planning resources and procurement and commissioning of cost effective and innovative services. They will require a professional qualification or extensive practical experience. They work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead and the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p> |
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