

## Job Description

<b>Job Title</b>	SEND Casework Officer
<b>Directorate</b>	Children and Young Peoples Services
<b>Service Area</b>	Early Help
<b>Grade</b>	7
<b>Competency Level</b>	1
<b>Salary</b>	£38,223- £43,421 (pay award pending)
<b>Job Type</b>	Hybrid
<b>Location</b>	Parklands Customer Focus Centre
<b>Disclosure and barring service (DBS)</b>	Enhanced DBS
<b>Job Evaluation Ref No</b>	

## Job Purpose

- To support settings, schools, services and families in applying the graduated approach to meeting the needs of pupils with SEND.
- To co-ordinate the statutory assessment process for pupils with special educational needs and disabilities and review and monitor pupils' progress against outcomes.

## Directly Responsible For:

Not applicable

## Directly Responsible To:

Senior Casework Officer, SEND

## Main Areas of Responsibility:

- To support schools and settings in meeting the needs of pupils with SEND by following the graduated approach to meeting needs, developing close working relationships and offering advice and support to SENCos and head teachers.
- To apply the highest possible standards to customer care in relation to all service users.
- To work as a team within a cluster under the leadership of a Senior Casework Officer, SEND, supporting a group of schools and settings.
- To work closely with the High Needs Support Officer and Independent Travel Trainer for the team in ensuring that all aspects of pupils' support is considered.
- To work closely with internal colleagues in SENISS, OT, EPS and other services including Children's and Adult Social Care, Health etc. in order to ensure a multi-agency approach to identifying and meeting need.
- To co-ordinate the statutory assessment process for children and young people with SEND and their families for a specific group of schools and settings including managing the EHC planning process from assessment through to placement and review.
- To ensure that all statutory timescales are met in relation to the drawing up of the EHC plan.
- To deputise for the Senior Casework Officer, SEND as required.
- To ensure that parents/carers and children and young people are at the centre of all planning and review.

- To attend all annual reviews for particularly vulnerable pupils, e.g. LAC, Continuing Care, pupils at risk of exclusion as appropriate.
- To ensure that children and young people attend maintained settings in Liverpool wherever possible and that every possible effort is made to support them within the City.
- To liaise closely with partners, in particular Social Care and Health in the drawing up of an EHC plan.
- To ensure that parents/carers are informed about the Personal Budget process.
- To liaise closely with Finance/Business Support/Transport colleagues to ensure they have up to date information on pupil placements and costs.
- To keep up to date with all changes in SEND legislation, policy and guidance.
- To advise parents on all aspects of the EHC assessment process.
- To co-ordinate and monitor outcomes from annual reviews and ensure that the EHC plan is kept up to date.
- To monitor placements and allocated places and contribute towards the identification of new and/or expanded provision.
- To ensure that when placing a child, the options appraisal process is rigorously followed and that Value for Money principles are applied.
- To liaise with schools, head teachers, governing bodies and other professionals within Children's Services and partner agencies on all aspects of the statutory assessment process.
- To attend all relevant panel meetings as requested by the Senior Education Officer, ensuring that information is of the highest quality and accuracy.
- To lead or contribute to project management / development within the service.
- To contribute towards the development of policy and procedures in relevant areas of the Service's work.
- To deal with appeals including SENDIST cases and Ombudsman hearings including any follow-up actions.

- To undertake any other professional duties which fall within the remit of the post as identified by, and agreed with, the Senior Casework Officer, SEND and the Senior Education Manager, SEND
- To maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act 2018.
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

### **Supervision and Management Responsibility:**

- This post has no supervisory or line manager responsibility.

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

### **Physical Demands of the Job:**

- The post requires normal office-based physical demands such as sitting for extended periods and using ICT equipment.

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency: level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Evidence of continuing professional development in a Children's Services Related Area (A/I)
- Completion of further qualification(s) and training as required by the service (A/I)

### Desirable

- A degree or equivalent

## Experience

### Essential

- Recent experience of working within an educational/ Children's Services environment (A/I)
- Working experience and in-depth knowledge of all aspects of the Children and Families Act 2014 and all associated legislation including SENDIST regulations (A/I)
- Experience of effectively facilitating review meetings (A/I)
- Experience of working in partnership with other agencies to achieve positive outcomes for children and young people (A/I)

- Experience of working as part of a team, or teams, including multi agency teams (A/I)
- Extensive experience in the use of all aspects of IT including Microsoft Office Suite, including the ability to create complex spreadsheets and presentations using power point (A/I)
- Experience of working with parents and carers (A/I)

## Desirable

- Extensive experience of casework, including supporting families and legal challenge

## Skills/Abilities

### Essential

- High level of communication skills, both verbal and written (A/I)
- Proficient in the use of IT (A/I)
- Ability to work using own initiative (A/I)
- Ability to work to tight timescales and deadlines (A/I)
- Ability to work as part of a team (A/I)
- Mediation and negotiation skills (A/I)
- An ability to work under pressure (A/I)
- High level presentation and interpersonal skills (A/I)

## Commitment

### Essential

- A commitment to the City Council's Equal Opportunities Policy (I)

- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (I)
- To act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination (I)
- To practise and promote equality of opportunity and non-discriminatory practice (I)

## Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

## Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- A positive attitude towards personal training and development (I)