



Job description			
Job title	Senior SEND Caseworker		
Grade	Pay Band N		
Directorate	Children's Services		
Service/team	Education and Inclusion		
Accountable to	SEND Team Manager		
Responsible for	To manage a group of SEND Caseworkers. To deputise for the SEND Team Manager, as required		
JE Reference	A5394	Date Reviewed	April 2026

Purpose of the Job

To act as a Senior Caseworker within the SEND Team, providing leadership and supervision to a team of Caseworkers. This role involves working closely with children, young people, parents and carers to deliver high-quality, professional advice and support, coordinating multi-agency processes for children and young people with identified Special Educational Needs and/or Disabilities (SEND).

To assist in the management and continuous improvement of the SEND Team, supporting the SEND Team Manager in overseeing team performance, managing complex cases, and implementing procedures to meet legislation, regulations, and Knowsley’s policies, and good practice guidelines. This role includes handling complaints, conducting staff inductions and training, and driving team development to meet agreed performance targets.

The Senior Caseworker will deputise for the SEND Team Manager as needed, ensuring continuity of leadership within the team.

To ensure effective service delivery and performance to meet relevant legislation, regulations and standards, Knowsley policies and procedures, good practice Guidelines and agreed performance targets.

To assist the SEND Team Manager and the Education and Inclusion senior management team in the delivery and monitoring of the Local Authorities statutory services and functions in relation to Special Educational Needs and



Disability in accordance with the Education Act 2002 and the Children and Families Act 2014, from birth to age 25.

To complete statutory assessment processes, including the production of Education Health and Care Plans (EHCP) and ensure that Knowsley children and young people with SEND make good progress and available resources are used effectively and efficiently.

To support the SEND Team Manager and the Education and Inclusion senior management team in the monitoring of educational provision and practice for individual children and young people with a wide range of SEN and Disability needs.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To undertake performance management and supervision of a group of SEND Caseworkers , ensuring all relevant HR procedures including the management of sickness and other absence reporting, annual, grievance and disciplinary procedures are implemented
2. To provide specific support to SEND Caseworkers on all cases involving dispute resolution including complaints, mediations and statutory appeals including responding to complaints within required timescales, seeking professional legal advice as and when required.
3. To be responsible for the quality assurance of EHC plans written by the SEND Caseworker for whom you are responsible.
4. Act as a point of escalation for complex or high-risk cases, supporting Caseworker with decision-making and providing guidance on challenging situations.
5. Handle complaints and Subject Access requests from young people, parents and carers, as well as other stakeholders in a timely and professional manner.
6. Induct and train new team members, providing guidance on procedures, statutory requirements, and Knowsley's standards for supporting children and young people with SEND.
7. To deputise for the SEND Team Manager, as required, including attendance at meetings with senior officers, partner agencies, head teacher associations, SENCo briefings



8. Take lead responsibility for an allocated caseload of children, young people and adults with SEND for whom the Local Authority is responsible.
9. Co-ordinate statutory assessments for children and young people identified as having special educational needs and or disabilities, ensuring that assessment processes are timely and of high quality.
10. Write high quality, person centred education, health and care plans, ensuring that plans contain clear and measurable outcomes, a strong focus on independence and promote both preparations for adulthood and employability skills.
11. Participate in mediation services and ensure that the rationale for decision making is clear, transparent and shared with all parties.
12. Prepare and present high quality tribunal cases, ensuring that all documents are prepared in line with Tribunal timeframes.
13. Make recommendations about whether to issue a child or young person with an education, health and care plan and to ensure that the outcome of statutory assessments provide panel members with accurate information in order to make appropriate placement and funding decisions.
14. To undertake any other professional duties which fall within the remit of the post as identified by, and agreed with the SEND Team manager.
15. Maintain confidentiality at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act 2018.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately



Knowsley Better Together – Staff Qualities



Health and Safety

- To ensure suitable and sufficient risk assessments are carried out for both case work and direct reports taking into account any risk factors and or employees capabilities.
- To ensure adherence to the council's lone working policy.
- To ensure Outlook calendars are up to date and reflect the whereabouts of all staff members.
- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.