

## Lancashire County Council

<b>Job description for the post of: SEND Assistant Case Manager</b>			
<b>Service:</b>	Inclusion	<b>Team:</b>	SEND
<b>Location:</b>	To be confirmed		
<b>Salary range:</b>	£29,577 to £33,782	<b>Grade:</b>	8
<b>Reports to:</b>	Grade 11 manager	<b>Staff responsible for:</b>	0
<p><b>Core Objectives</b></p> <p>Vulnerable children and young people are safe from harm and build resilience.</p> <p>Children and young people achieve their full potential in education, learning and future employment.</p> <p>Children and young people enjoy healthy lifestyles and know how to help others.</p> <p>Children, young people and families have a voice in shaping the support they receive.</p> <p>Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.</p> <p><b>To deliver these objectives it will be necessary for the postholder:</b></p> <p>To ensure children, young people with special educational needs and their families are at the centre of all practice and processes relating to the work of the SEND teams and the Inclusion Service.</p> <p>To work in collaboration with children, young people, their families, education providers and other stakeholders to ensure the best possible outcomes for children and young people with special educational needs and disabilities across the local area.</p> <p>To support the council to fulfil its statutory duties in relation to children and young people with special educational needs, by ensuring that within an allocated caseload, all new assessments and education, health and care plans are of the highest possible quality and that all plans and processes meet statutory requirements and timescales.</p> <p>To support an inclusive approach to special educational needs in Lancashire.</p> <p>To support specific activities that address the priorities of the service and local area.</p> <p>To provide support and technical guidance to other professional groups in relation to special educational needs and disabilities.</p>			
<p><b>Accountabilities/Responsibilities</b></p>			
<p><b>Service delivery</b></p> <p>The post holder will be required:</p> <ul style="list-style-type: none"> <li>To safeguard and promote the welfare of children and young people in accordance with statutory processes.</li> </ul>			

- To obtain the views, wishes and feelings of children and young people in relation to their special educational needs and future ambitions.
- To identify special educational provision required that will enable children and young people with special educational needs to achieve the best possible outcomes so that they are prepared for adulthood.
- To interpret and summarise the information provided by children and young people and their families alongside multi-professional assessment advice and take steps to address any anomalies or discrepancies within the information obtained.
- To write education, health and care plans that clearly identify the special educational needs of the child or young person concerned, quantifiable and specific outcomes and the provision required to meet the needs of each of these individuals.
- To ensure that all special educational provision identified is appropriate to the age, ability, aptitude or special educational need of the child or young person concerned.
- To review, maintain, amend and cease education, health and care plans as this is required.
- To produce clear, well written reports and documents.
- To provide case summaries and make recommendations for decision making panels and other relevant forums.
- To attend person centred, review and other planning meetings where the casework is considered to be more straightforward and to support more senior officers in more complex review and planning meetings.
- To assist more senior officers in preparation of the statement of case in response to appeals to the SEN and Disability Tribunal.

### **Effective Processes**

The post holder will be required:

- To complete all work within statutory timescales.
- To make effective use of the monitoring and tracking systems that are in place.
- To complete, monitor and review the arrangements for making provision within all settings including the independent and non-maintained sector.
- To ensure that data is accurate, complete and up to date.

### **Communication skills and information sharing**

The post holder will be required:

- To provide children and young people and/or their families with the information they need to participate in making decisions about their special educational needs and the provision required and the support they need.
- To communicate regularly with service users and other stakeholders including those working in education, health and care services to provide information, advice and guidance by interpreting established procedures, using technical experience and by applying best practice within the field.

- To liaise with SEN casework officers and offer advice as appropriate to assist with casework as required.

### **Development and skills**

The post holder will be required:

- To keep up to date with all developments in the area of SEND.
- To participate in continued professional development and performance management arrangements.
- To support the development of improvements to current working methods to contribute to improvements in service delivery
- To ensure knowledge of and compliance with Lancashire County Council policies, guidance and procedures.

### **Other**

The post holder will be required:

- To attend team, service and local authority meetings as required.
- To undertake any other reasonable duties in relation to the service delivery plan of the Inclusion Service and the SEND Improvement Plan.
- Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

### **Our Values**

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

<b>Prepared by:</b>	Sally Richardson	<b>Date:</b>	March 2021
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## Lancashire County Council

<b>Person specification form</b>	
<b>Job title:</b> SEND Assistant Case Manager	<b>Grade:</b> 8
<b>Directorate:</b> Education and Children's Services	<b>Post number:</b>
<b>Establishment or team:</b> Inclusion	
<b>Requirements (based on the job description)</b>	<b>Essential (E) or Desirable (D)</b>
<b>Qualifications:</b>	
Recognised vocational or professional qualification in a relevant area, such as health, education or social care. Could include working towards a professional qualification or be of graduate entry level with some practical experience.	E
Evidence of continuous professional development	D
<b>Experience:</b>	
Experience of working with children, young people, families and the public	E
Experience of working with children and young people with special educational needs and disabilities and their families	D
Experience of working within a multi-agency environment and/or partnership working	D
<b>Knowledge, skills and abilities:</b>	
An up-to-date knowledge of relevant legislation, statutory guidance and local authority SEND procedures and including those required to safeguard and promote the welfare of the child.	D
Knowledge of services relevant to children, young people, families, carers, groups and partner agencies	D
Excellent social communication skills that will support effective engagement with children, young people and their families, education providers and other external partners	E
Ability to identify and summarise key information obtained from a range of sources, that may not always present a coherent or consistent view	E
Ability to produce high quality reports and documents that present complex information in a straightforward easy to read manner	E
Flexible and responsive approach to work that will support effective and creative problem solving	E
Ability to prioritise and manage caseload effectively to ensure compliance with statutory timescales	E
Ability to cooperate and work well with others in pursuit of individual and service goals.	E
Ability to work in a team and develop and sustain partnerships across teams and services	E
Ability to develop and promote a positive image of the service both locally and nationally	E

<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity		E
2. Commitment to health and safety		E
3. Display the LCC values and behaviours at all times and actively promote them in others		E
4. This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who as a consequence of a disability are unable to drive.		E
<b>Prepared by:</b>	Sally Richardson	<b>Date:</b> March 2021