

Job Profile Comprising Job Description and Person Specification

Job Description

Job Title: Team Manager – Assessments and QA or Reviews	Grade: PO6
Section: Special Needs Assessment Service (SNAS)	Directorate: Children Services
Responsible to following manager: Service Manager, SNAS	Responsible for following staff: 1 or 2 Senior EHC Co-ordinators 4 - 8 EHC Co-ordinators 4 - 5 EHC Assistants 3 Data and Finance Officers (Assessment and QA) 1 EHC Apprentice (Reviews)
Post Number/s: 2 posts	Last review date: August 2020

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Team Manager – Assessments and QA has responsibility for ensuring that the Assessment Team carries out statutory assessments for children and young people with special educational needs (SEN), and issues and maintains good quality Education, Health and Care Plans (EHCPs) within the required timescales. This post also has responsibility for the quality assurance audit processes.

The Team Manager – Reviews has responsibility for ensuring that the Review Team carries out annual reviews and reassessments for children and young people with SEN, issues and maintains good quality EHPs and undertakes all phase transfer processes within required timescales.

The post holders provide professional leadership and operational line management for the Assessment Team or Review Team within SNAS and work collaboratively with each other and colleagues within SNAS to improve the experiences for families and the outcomes for young people. The post holders will work collaboratively with other services and partner agencies to improve outcomes for children and young people under statutory assessment or with an Education, Health and Care Plan (EHCP) living in Wandsworth.

Specific Duties and Responsibilities

1. To provide professional expertise and leadership to the team and wider stakeholders to ensure effective delivery of Wandsworth's statutory responsibilities for children/young people with special educational needs, quality-assuring and maintaining robust processes in compliance with the Children and Families Act 2014 and associated regulations. This specifically includes leadership and governance over:
 - a. Coordination of requests for Education, Health and Care (EHC) needs assessments and the drafting, finalising and issuing of quality EHCPs within statutory timelines.
 - b. Annual reviews - ensuring statutory deadlines are met, and EHCPs result in improved outcomes for children and young people.
 - c. Children and young people's safeguarding, including Children Missing Education (CME) and those at risk of CME, children looked after, children known to youth offending teams on the SNAS caseload, so that they are overseen rigorously and in partnership with relevant services.
 - d. Panels and decision-making processes about assessment, provision and placement.
 - e. Informal disagreement resolution (so that it takes place wherever possible), ensuring SNAS attendance at independent mediation, and that there are timely and robust responses to complaints from parents under the Corporate Complaints process, as well as to enquiries from elected Members (Councillors), MPs and Ombudsman complaints.
2. To provide effective operational management of the Assessment and QA or Review Team achieving a high level of compliance with the Children and Families' Act 2014, other relevant national guidance and Council policies.
3. To support the Dispute Resolution and Tribunal Manager to ensure any appeals are managed efficiently and within deadlines and to disseminate learning from appeal outcomes.
4. To work collaboratively with schools, other children's services and relevant adult services to develop a person-centred approach, and to identify opportunities for integrated working aimed at delivering high quality EHCPs for children and young people.

5. To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of casework across the service.
6. To make effective use of supervision and appraisal as an opportunity to critically reflect on casework and to identify learning and development needs to continually improve upon practice, and to support CPD.
7. To hold responsibility for the achievement of all performance indicators and targets relevant to EHC needs assessments, EHCPs, annual reviews and phase transfers and to report on these to the Service Manager, SNAS, and where appropriate to the Head of SEND, Assistant Director for Education and the Divisional Management Team in line with the requirements of the post.
8. To undertake a range of quality assurance activities, including peer auditing, auditing of casework and EHCPs across the service in line with the Children's Services Quality Assurance Framework and ensure that peer auditing is embedded in each team. To co-ordinate the implementation of the Quality Assurance Framework across the local partnership.
9. To be responsible for a range of service and budget decisions providing effective management, accountability and control of relevant high needs budgets, in particular.
10. To recruit, deploy, support, develop and retain appropriately skilled staff to support families and improve the outcomes of children and young people with EHCPs living in the Borough.
11. To work with the Service Manager, SNAS to provide management oversight on the allocation of cases across SNAS ensuring the most appropriate allocation of the team in order to ensure casework is administered efficiently, professionally and in a timely way.
12. To work in partnership with teams in the Education division, such as the Schools and Community Psychology Service, the 0-25 Disabilities and specialist place planning, to ensure that children and their families receive high quality, appropriate EHCPs and services.
13. To promote the participation of parents and carers, children and young people in the evaluation, design and delivery of the SNAS.
14. To promote and implement the policies of the Council in relation to equalities and diversity in all aspects of service delivery and employee relations.
15. To represent the service, division, department and council at a range of local and regional partnership meetings, and where appropriate deputise for the Service Manager, SNAS.

16. To draft a range of documents including team improvement plans; reports on professional and service issues; complaints and responses to Councillor and MP enquiries.

17. To be available out of normal office hours to give advice and guidance in emergencies.

18. To be aware of the principles of safeguarding as they apply to vulnerable children in relation to the post, particularly those affected by domestic violence, mental health, alcohol and substance misuse problems.

19. To undertake other duties as required by the Service Manager, SNAS commensurate with the grade, role and function of the post.

Generic Duties and Responsibilities

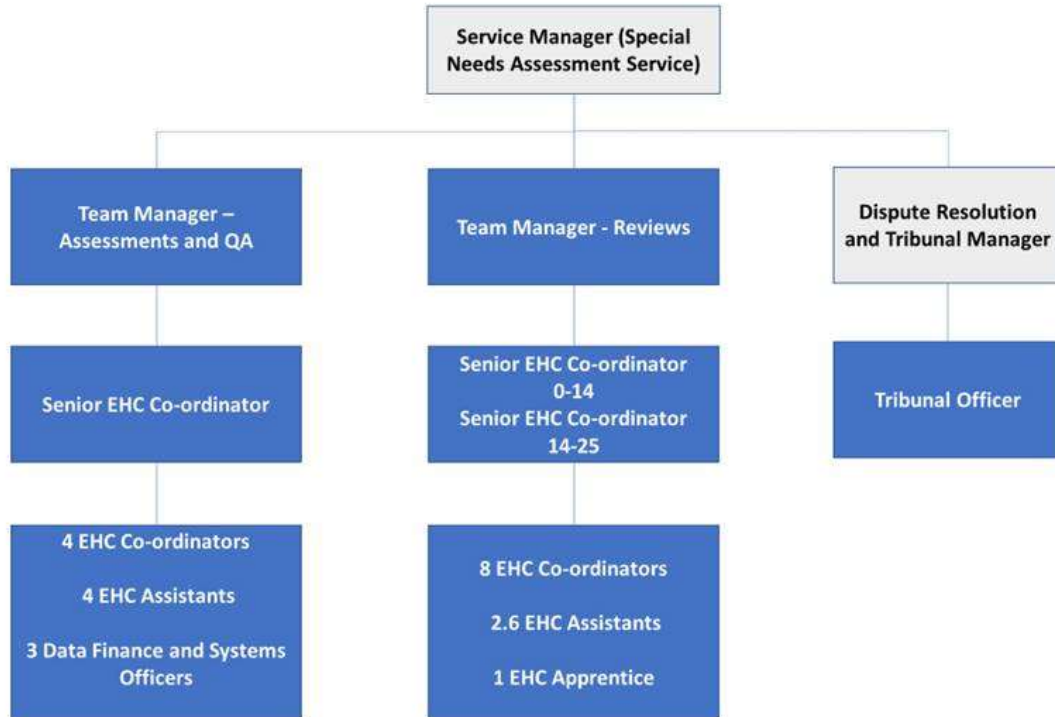
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

N/A

Current Team Structure

Official



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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Knowledge of the Children and Families Act 2014, the SEN and Disability Code of Practice 0-25 years. Knowledge of other associated legislation in relation to children and young people.	A, I, T
A sound understanding of effective performance management, including case audit, service user feedback and use of management systems.	A, I, T
Knowledge and understanding of child development.	A, I

Knowledge of safeguarding procedures relevant to vulnerable adults and children .	A, I
Excellent understanding of the roles, function and services of key partner agencies/services working with disabled children / young adults and their families, particularly health services, schools, colleges and short breaks settings.	A, I
An understanding of the role of elected Members.	A, I
Experience	
Experience at a senior level within a special needs assessment service implementing the Code of Practice 2014 and supervising SEN Caseworks to deliver quality EHCPs within statutory timescales.	A, I, T
Experience of working collaboratively with education, health and social care professionals, schools and other education settings and children and families in needs assessment and delivery.	A, I
Experience of using data and responding to it to improve practice.	A, I, T
Experience of managing complex cases including complaints and appeals to the Tribunal.	A, I,
Skills	
Able to take the professional lead on complex cases, modelling best practice in service delivery and staff management.	A, I, T
Able to work flexibly and effectively under pressure and to be resilient and solution focused when facing challenges.	A, I,
Able to communicate effectively and present complex information, including clear and concise reports to managers and partnership groups.	A, I, T
Demonstrable ability to make decisions in relation to children and young people based on sound assessment of needs and appraisal of available options.	A, I
Demonstrable ability to manage complex budgets.	A, I
A strong personal commitment to continuing professional development.	A, I,
Able to ensure that equality of opportunity, valuing diversity, respect for difference and anti-discrimination are integrated into practice.	A, I
Qualifications	
Good standard of education to degree level or equivalent and evidence of continuous professional development.	A, C

A – Application form / CV

I – Interview

T – Test

C - Certificate

