

Job Profile comprising job description and person specification

Job Description

Job Title: Service Manager - Special Needs Assessment Service (SNAS)	Grade: MG2
Section: Education Standards and Inclusion	Directorate: Children Services
Responsible to following manager: Head of Special Needs, Disability and Psychology	Responsible for following staff: Deputy Head of SNAS Disagreement Resolution & Tribunal Manager Senior Case Manager x 2
Post Number/s: E5766	Last review date: May 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 Service Manager for SNAS has lead responsibility for ensuring that the Special Needs Assessment Service carries out statutory assessments for children and young people with special educational needs (SEN), and issues and maintains Education, Health and Care Plans (EHCPs)

The post holder provides professional leadership and operational line management for teams designed and resourced to 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.

The main purpose of the post is to ensure that the Special Needs Assessment Service is managed within available resources to maintain outstanding quality and performance in service delivery.

Specific Duties and Responsibilities

1. To provide professional leadership and governance over the Special Needs Assessment Service (SNAS) 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 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.
 - f. SEND Tribunal appeals so that they are managed efficiently within deadlines, that the LA's case is robust and regular data is available on numbers and outcomes of appeals. Additionally to disseminate learning from appeal outcomes.
2. To provide effective operational management of the Special Needs Assessment Service achieving a high level of compliance with the Children And Families' Act 2014, other relevant national guidance and Council policies.
3. 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.
4. To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of casework across the service, and to assure the quality and effectiveness of supervision provided to all SNAS team members by the SNAS team managers.

5. 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.
6. To hold lead responsibility for the achievement of all performance indicators and targets relevant to the Service and to report on these to the Head of Service, and where appropriate to the Assistant Director for Education and the Divisional Management Team in line with the requirements of the post.
7. 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 across the service.
8. To ensure the service delivers SMART service improvement plans which address performance or practice issues, taking into account service users and partner agency feedback in order to ensure high standards of practice and learning from audit are embedded across the Service.
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, those relating to placements in independent and non-maintained schools and specialist FE colleges as well as non-DSG budgets.
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 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 Special Needs Assessment Service.
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. In liaison with other council departments and partner agencies, to contribute to the strategic development of children's services, advising and influencing the Divisional Management Team.

16. To represent the service, division, department and council at a range of local and regional partnership meetings, and where appropriate deputise for the Head of Service.
17. To draft a range of documents including service improvement plans; reports on professional and service issues; complaints and responses to Councillor and MP enquiries.
18. To be available out of normal office hours to give advice and guidance in emergencies.
19. 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.
20. To undertake other duties as required by the Head of Service commensurate with the grade, role and function of the post.

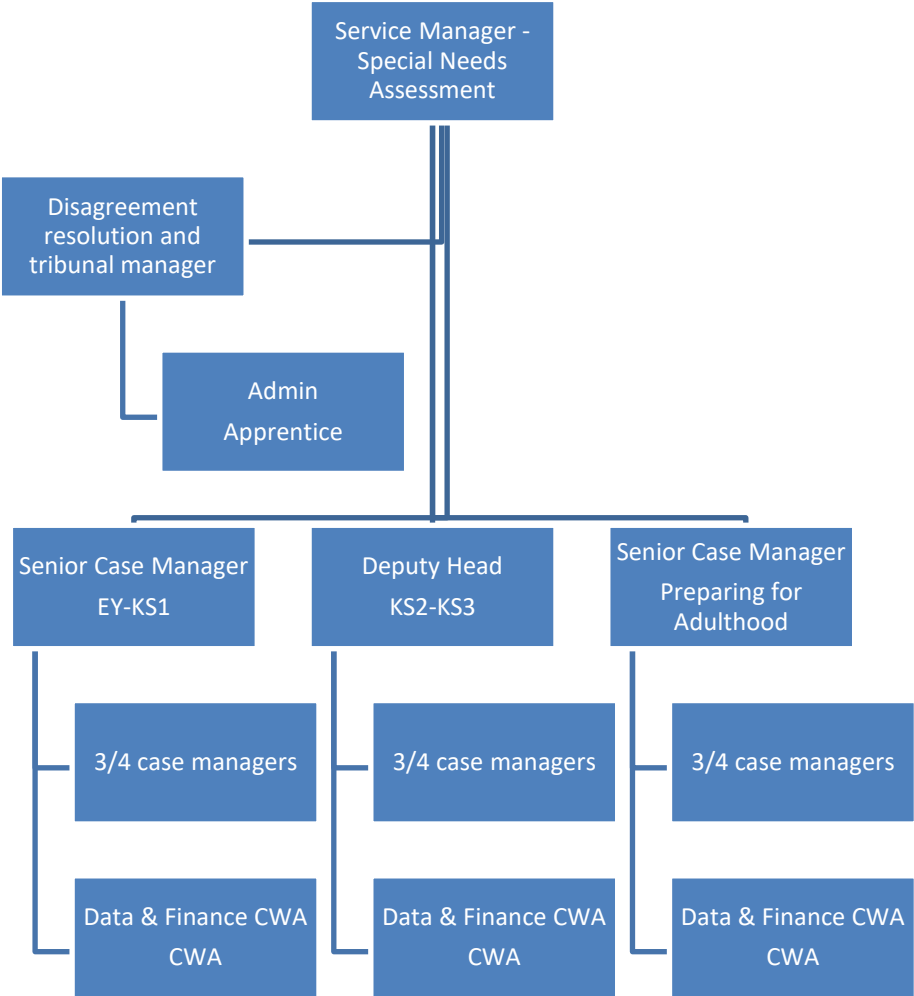
Generic Duties and Responsibilities

- 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

Team Structure



Person Specification

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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, national indicators for children's services and use of management systems.	A, I, T

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,
Experience	
Experience at a senior level within a special needs assessment service implementing the Code of Practice 2014 and supervising SEN Casework Managers 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, service planning and delivery.	A, I
Experience of using data and responding to it to improve practice.	A, I, T
Experience of decision-making in relation to Children and young people, based on sound assessment of needs, and appraisal of available options.	A, I,
Experience of budget management including budget planning, monitoring, forecasting and control.	A, I,
Skills	
Able to take the professional lead on complex cases, modelling best practice in service delivery, staff management and demonstrating strategic leadership with a Special Needs Assessment Service.	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 senior managers and partnership groups.	A, I, T
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