

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Case Manager	Grade: PO1
Section: Special Needs Assessment Service	Directorate: Children's Services
Responsible to following manager: Senior Case Manager	Responsible for following staff: None
Post Number/s: EF112 & ESN61	Last review date: July 2019

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

To support the co-ordination and management of Education, Health and Care (EHC) assessments and plans for children and young people with Special Educational Needs and Disabilities (SEND)

1. Answerable to the Head of Special Needs Assessment through a Senior Case Manager for the procedures under the Children & Families Act 2014, for the assessment of children and young people's special educational needs and disabilities, the issuing of Education, Health and Care Plans and annual reviews.

2. Works as part of a team of two Casework Assistants, two/three other Case Managers and one Senior Case Manager with responsibility for a 'caseload' of children and young people allocated on a school/provision basis.
3. Acts as the main point of contact for verbal and written enquiries from parents and professionals for children and young people that fall within the relevant caseload and for liaison with the various settings which they attend, with support from a Casework Assistant.
4. Works in close liaison with other services in the Children's Services Department, including the Early Years' Service, Schools & Community Psychology Service, the Information, Advice and Support Service, Pupil Services, Social Services and the Health Service, in relation to the assessment, subsequent placement and ongoing monitoring and review of children and young people within the caseload.
5. Oversees the initiation of EHC assessments for the caseload in accordance with the relevant legislation (Children and Families Act 2014) and ensures that these are carried out in line with relevant regulations, the Code of Practice on SEN and local procedures and policies, whilst using a person-centred approach at all times.
6. Provides information and advice to parents in relation to the assessment procedures generally. Oversees the letters sent to parents at the various stages of the process and keeps parents informed in as pro-active a way as possible. Attends Team around the Child (TAC) meetings as Plan Co-ordinator for agreed assessments and, in particular records the outcomes and consequent provision in the EHC Plan.
7. Ensures that where any additional reports are required from professionals to contribute to the assessment, that these are sought within the relevant timescales and that reminder letters are sent by Casework Assistants if timescales are being exceeded, alerting the Senior Case Manager to particular cases of difficulty.
8. Works to ensure that all EHC assessments within the caseload are completed within 10 weeks and that, where an EHC plan is required, that it is issued within 20 weeks. Responsible for alerting the Senior Case Manager to any cases where the timescale seems likely to be exceeded so that appropriate action can be taken.
9. Issues draft EHC Plans following assessments, ensuring that parents are happy with the EHC Plan wherever possible before it is finalised.
10. Contributes to work in relation to Special Educational Needs and Disability Tribunals within the caseload where parents are exercising their statutory right to formally appeal against a range of LA decisions, in liaison with the Disagreement Resolution & Tribunal Manager and provides information during the Tribunal process on the relevant case as required.
11. Responsible for attending key annual review meetings within the caseload, including end of key stage reviews, complex cases and pupils placed in independent sector provision and those requested by schools where a change of placement is being sought. Responsible for ensuring that review meetings are carried out appropriately by schools and that once

annual review forms requiring action are received from the Casework Assistant that decision making is carried out within appropriate timescales.

12.Pre pares cases for discussion by the EHC Assessment Moderation Panel, SEN Panel and Complex Needs/EHCP Panel and carries out follow up action in the light of decisions made, including liaison with the Inclusion Service, Headteachers, parents etc.

13.Deals with enquiries relating to children and young people moving into and out of the borough and ensures that the appropriate paperwork is transferred by Casework Assistants for those moving out and that placement arrangements are made as soon as possible for those moving in.

14.Considers requests for travel assistance from parents, taking into account the LA's agreed transport policy and procedures.

15.Responsible for database management for the caseload and ensuring that the system is up-to-date and that entries made are correct (Capita).

16.Assists in the production and collection of monthly and other statistical information relating to the Children and Families Act procedures, for children and young people in the caseload.

17.Other duties as may be required by the Senior Case Manager or Head of Special Needs Assessment in what is a complex and changing field of work.

General duties

18.To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to this role within the Council.

19.To ensure that the Senior Case Manager is made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection

20.Responsible for adherence to the Council's Equal Opportunities policies in respect of both staff and delivery of services to the public.

21.Responsible for the evaluation, implementation and compliance with Health and Safety legislation, to ensure safe working practices of all staff, public and contractors in the working environment, in accordance with the Council and departmental safety arrangements, policies and codes.

22.Generally promote the services of the department by assisting the public in person or by telephone in a helpful and courteous manner.

This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any particular post or postholder. Any proposal to change the job description will first be the subject of consultation with the postholder who may seek the advice of a personnel officer or a staff representative.

Person Specification

Job Title: Case Managers	Grade: PO1
Section: Special Needs Assessment Service	Directorate: Children's Services
Responsible to: Senior Case Manager	Responsible for: None
Post Number/s: EF112 & ESN61	Last Review Date: July 2019

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 SEN Code of Practice 2014	A,I,T
Knowledge of other associated legislation in relation to children and young people	A,I,T
Experience	
Significant experience of working in a busy and pressurised environment with competing pressures	A,I,T
Skills	
Ability to organise a heavy workload so that statutory and other deadlines are met.	A,I,T
Ability to work as part of a team but also to work on own initiative	A,I,T

Ability to understand complex procedures quickly and to be able to convey these to others and to flexibly apply them in individual cases, as needed	A,I,T
Ability to communicate effectively to a high level both orally and in writing	A,I,T
Ability to liaise effectively with a wide range of professional staff and with parents by telephone, email and in team around the child meetings	A,I,T
Well developed word processing skills and the ability to input and extract data from a database and spreadsheet	A,I,T
Qualifications	
Good standard of education and evidence of training or education beyond school level leading to a formal qualification	A,I,T

A – Application form

I – Interview

T – Test