

# Job Description

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<b>Service:</b>	<b>Education &amp; Skills</b>
<b>Job Title:</b>	<b>Education, Health &amp; Care Plan (EHCP) Case Writer</b>
<b>Grade:</b>	<b>20 - 23</b>
<b>Reports to:</b>	<b>Annual Review Team Lead</b>

## 2. CONTEXT AND PURPOSE OF JOB

1. To act as “Named Officer” (SEN Code 2014) in the preparation of Education, Health and Care Plans (EHCPs) for children and young people and to ensure that legislative requirements are met and administered within statutory timescales prescribed in the Government’s Code of Practice and the Council’s Performance Indicators and best practice
2. In addition to drafting Education, Health and Care Plans, to draft:
  - a. decision letters applying the legal framework explaining the reasons for the decision
  - b. attend the Annual Review panel weekly
  - c. provide information to inform responses to complaints, MP and elected member enquiries
  - d. ensure that children and young people’s files and Synergy database are maintained
3. Liaising with schools, education settings and parents regarding annual review documentation recommendations and seeking additional reports as required to assist the local authority to determine if an amended EHC Plan should be issued and providing copies of EHC Plans where needed.
4. To liaise with SEN Caseworkers to ensure when an Amended EHC Plan is issued that this is drafted and finalised within the statutory timeframes
5. To display a genuine commitment to partnership working relationships with parents, pupils, schools, early years settings, colleges, Children’s Service staff and other statutory and voluntary agencies to ensure that the Council’s statutory duties for SEN are effectively undertaken, and that parents and providers are confident in the management of the statutory SEN process.

6. Through professional, objective, clear and discrete interactions with parents and professionals, ensure that personal presentation and style recognises that assessment and related matters, are often stressful for parents.
7. Working within the Council's code of practice for communication with the public, take time and make appropriate phone, meeting or written responses to build confidence and ensure the Council's statutory responsibilities are met.

### **3.1 PRINCIPAL ACCOUNTABILITIES**

#### **4.1 Main duties and responsibilities**

##### Statutory Process

1. Ensure delivery of statutory assessment processes for a defined caseload in a manner that:-
  - Satisfies requirements of the 1996 Education Act and the 2014 Children and Families Act, and associated legislation
  - Complies with DfE guidance
  - Supports and promotes Council policies
  - Promotes locality based and inclusive education
  - Encourages and develops positive relationships with schools, and other education settings
  - Minimises dispute with parents through high quality and bespoke communication
  - Builds on, develops and improves relationships with other agencies, including children's and adult health services health and children's and adults social care
  - Enables local and national performance targets to be achieved
2. In accordance with the regulations and guidance that underpin assessment of SEN and multi-agency interventions, and within LBB operational procedures, ensure that all processes including issuing, amending and reviewing statements are delivered within timescales.
3. Ensure on-going familiarity with Council policies and procedures that apply to the management of SEN casework and placements.
4. Work within defined decision-making processes and within the delegated decisions framework as appropriate.
5. Analyse and evaluate educational, medical, social care and psychological advice and other relevant information and reports collected through annual review documents. Following the analysis:
  - Amend detailed and specific education health and care plans (EHCPs) according to the statutory guidance and reflecting local guidelines and written policies.

### Relationships and contact with stakeholders and partners

1. Ensure supportive constructive and sensitive liaison and discussion with schools and settings so the decisions made on casework are well supported with evidence and have maximum potential for sustainability.
2. Develop and maintain high quality relationships with key staff in:
  - schools and settings (especially head teachers and SENCOs)
  - Inclusion and Skills (especially educational psychologists, early years SEN staff and specialists' teachers)
  - Children's Services (especially social workers),
  - Health (especially paediatricians, therapists and CAMHS professionals)
  - other agencies, for example youth services, the YOT
  - SENDIASS
  - Mediation and Disagreement Resolution Services.
3. To make positive and constructive responses to telephone enquiries from schools, parents, other services and the public, aiming, through the application of specialist knowledge, to defuse stress and anxiety and where possible provide required information or signpost to other services

### Relationships and contact within SEN Assessment and Placements Team

1. To work in a structured partnership with SEN caseworkers, AR Co-ordinators and business support officers so that the different tasks within the SEN statutory process are completed with quality, in a coordinated and time efficient manner.
2. To ensure high quality electronic case file management, following quality standards and guidelines set down, and with support from the Data and Performance Management Team for data input, file organisation and filing.
3. Identify potential conflicts and disagreements and emotionally charged situations at an early stage and alert SEN Caseworkers and their Managers. Work in partnership with parents, pupils and schools to promote inclusion and to minimise conflict and disagreement.
4. Have regard to statutory timescales and local performance standards for written correspondence and administration and ensure these are met for the area for those cases for which the post holder is responsible.
5. Ensure relevant statistical and management information is organised and available.
6. Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards.

## **4.2 Staff Responsibilities**

- 4.2.1 No direct staff responsibility. Some responsibility for induction for less experienced staff within the team. Day to day interaction with A/R Co-ordinators and SEN Caseworkers. Assisting other officers within the SEN strategic and casework team to contribute to the team efficiency and effectiveness.

## **5.1 PROMOTION OF CORPORATE VALUES**

- 5.1 Ensure standards of customer care are met in accordance with the Council's Statement of Values. To be aware of the Corporate Plan and how it affects the section.
- 5.2 Ensure that a high level of confidentiality is maintained in all aspects of work.

## **6.0 FLEXIBILITY**

- 6.1 In order to deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

## **7.0 THE COUNCIL'S COMMITMENT TO EQUALITY**

- 7.1 To deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. All staff are expected to promote equality in the work place and in the services the council delivers.

## Person Specification

<b>Service:</b>	<b>Children's Service</b>
<b>Location:</b>	<b>2 Bristol Avenue, Colindale</b>
<b>Job Title:</b>	<b>Education, Health &amp; Care Plan (EHCP) Case Writer</b>
<b>Grade:</b>	<b>tbc</b>
<b>Reports to:</b>	<b>Annual Review Team Lead</b>

### Essential Qualifications required

Type	Level required
Professional qualifications/memberships	None specific – desirable if qualified in children's education or related professional qualification e.g.: Teaching assistant, youth worker, guidance etc.
Education	Desirable if educated to degree level or equivalent (preferably in a relevant discipline)  Minimum: GCSE Maths and English or equivalent

### Technical / Knowledge Requirements

Type	Description
ICT skills	Competent and confident in the use of standard Microsoft Office products such as Word, Excel, PowerPoint.  Proven experience and competency in the effective use of ICT databases and record storage and retrieval systems.  Proven ability to handle confidential personal information in an appropriate and secure manner.
Project Management	Ability to carry lead on projects or operational processes related to the work environment

### Role Specific Competencies

Type	Description
Knowledge & Experience	Knowledge, experience and understanding of the main current developments and statutory position relating to children with special educational needs
	Demonstrable knowledge of the main SEN legislation and guidance, particularly the SEN Code of Practice and 1996 Education Act and other related/relevant Children focused legislation
	Experience of the work of other agencies including health, mental health, voluntary sector and others.
	Experience of relevant work preferably in a school setting or within a local authority, or equivalent organisation.

Literacy and written language skills	Ability to make appropriate recommendations and write detailed, grammatical letters, statements and reports in a clear and structured manner based on an analysis of complex information
	Ability to deal with complex reports, and to demonstrate good analytical skills, synthesis and précis skills
Generalising	Ability to apply learning and technical aspects from one case to another within wider legal framework
Emotional intelligence and resilience	Ability to know when to and how to apply a sensitive and objective empathy without compromising the Council. Ability to manage situations of high stress, anxiety and sometimes anger amongst stakeholders, especially parents.

## Behavioural Competencies

Competency	Key to role
Communicating and influencing	Effective verbal and written communication skills
	Ability to communicate complex issues in a clear and effectively manner (oral and written) with a wide range of stakeholders and to advise, persuade, influence, empathise and be assertive as appropriate.
	Ability to participate effectively at case conferences and other forums to secure positive outcomes which make best use of limited resources.
	Proven ability to resolve conflict through mediation and other conflict resolution techniques and find creative, interagency solutions which meet children's needs.
	Ability to ensure a high standard of customer care
	Ability to manage continuous interruptions, including phone calls, ensuring courtesy and attention as required
Political Awareness	Appreciation of the political make-up and decision-making processes of the council and its impact on the role
Leadership	Willingness to take personal responsibility for the delivery of relevant service priorities that pertain to the role.
	Ability to ensure that children and young people and their parents are the focal point for decision making
	Ability to ensure statutory criteria for efficiency and cost-effectiveness are integrated into advice that informs decisions to be made and actions taken
Problem solving	Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
	Ability to engage those who disagree to secure agreement through explanation, clarifying, knowledge of the law and tactical case management skills
Striving for excellence	Proven record of achievement in delivering: <ul style="list-style-type: none"> <li>• service improvement</li> <li>• logical and effective decision making</li> <li>• high quality, accurate and timely work</li> </ul>
	Ability to manage a complex workload and meet tight timescales, using ICT skills to support office procedures
	Demonstrates a determination to provide a quality service and achieve challenging targets
	Commitment to embrace the principles of equality in the

	delivery of the service
Staff management	Proven ability to support the delivery of effective training relating to the role of the job
Team working	Ability to work effectively, flexibly and constructively with colleagues in a team and make a positive contribution.
	Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility
	Demonstrable experience of working effectively and participating with other colleagues on an inter-agency basis to ensure an effective response to complex issues
	Ability to work with a range of professional staff and the public
	Ability to build and nurture good working relationships with colleagues and across a wide range of outside agencies
Safeguarding	Sound understanding of the principles of safeguarding and a commitment to improving safeguarding the welfare children and young people.
Partnership working	Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently
	Actively contributes to the creation of an open, and interdependent culture
	Ability to provide accurate guidance, information and advice to parents