 WOKINGHAM BOROUGH COUNCIL	<h2>Job Description</h2>		Job Reference
			<Insert the post number>
Job Title	SEND Casework Assistant		
Service	Children’s Services: Education and SEND	Team	Special Educational Needs and Disabilities Team
Location	Shute End / Hybrid Working		
Reports to	SEND Senior Case Manager		
Responsible for	N/A		
Grade	Type of position:		Date
Grade 6	Permanent. Full Time Equivalent – 37 hours		September 2024
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<u>Service Purpose</u>			
<p>The SEND Team ensures that Wokingham Borough Council fulfils its statutory duties in relation to legislation around the assessment of children and young people’s Special Educational Needs and Disabilities (SEND).</p> <p>The SEND team delivers new statutory assessments within the 20 week timeframe. It manages the annual review process and updates Education Health and Care Plans as required. The team monitors outcomes for children and young people with SEND in who are in receipt of an Education, Health and Care Plan and support commissioned by WBC. They collect data related to the number and type of requests for Education Health and Care needs assessments and the type of provision required to meet the needs of children and young people with SEND to support WBC in their SEND sufficiency duties.</p>			
<u>Purpose of the role</u>			
<p>The SEND Service operates in a fast paced, complex interpersonal environment involving children and young people with significant and complex special educational needs, their parents/carers, schools, colleges and other professionals requiring an enhanced level of communication skill and strong case management.</p> <p>The SEND team administers and is responsible for the statutory functions on behalf of the Local Authority, including the statutory assessment of children with SEND and Safeguarding, and has significant contact with members of the public other professionals from within and outside of the borough, including schools and other professional settings.</p> <p>The purpose of this role is to provide casework support to the SEND Team, thereby enabling this front line service to function efficiently and meet its statutory obligations in accordance with the Special Educational Needs Code of Practice 2015 and other related legislation, Government guidelines and local policy.</p> <p>The role holder will prioritise the statutory processes for vulnerable children and young people with Education, Health and Care Plans, ensuring appropriate provision is identified without delays. They will contribute to the continuing improvement of the SEND Service for pupil and their families, promoting the Local Authority’s values and working in collaboration with rest of the SEND Service. The role holder will act as the first point of contact for all general SEND calls, dealing effectively with enquiries wherever possible, or referring to the relevant officer as required.</p>			

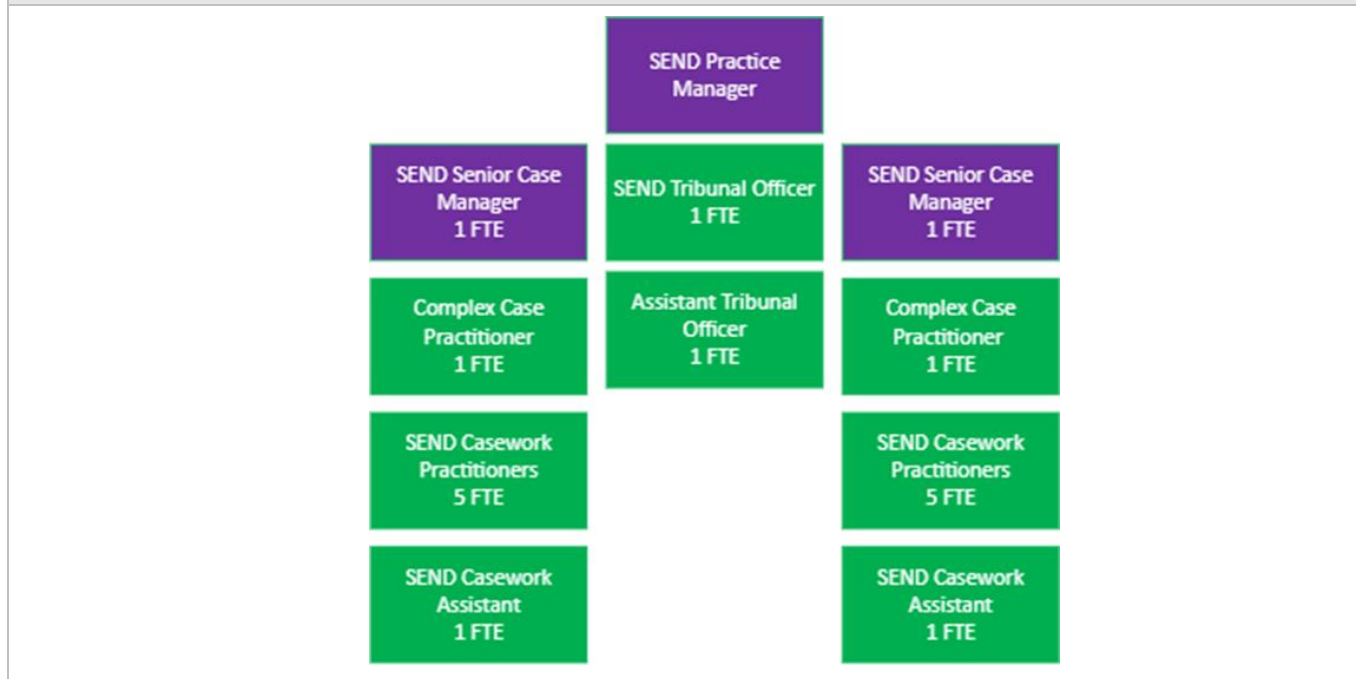
Main Accountabilities

The role holder will prioritise the statutory processes for vulnerable children and young people with Education, Health and Care Plans, ensuring appropriate provision is identified without delays. They will contribute to the continuing improvement of the SEND Service for pupil and their families, promoting the Local Authority's values and working in collaboration with rest of the SEND Service. The role holder will act as the first point of contact for all general SEND calls, dealing effectively with enquiries wherever possible, or referring to the relevant officer as required. The role will include but not be limited to:

1	<p>Provide administrative support to the SEND team, primarily the SEND Casework Practitioners.</p> <ul style="list-style-type: none"> • Completing consultation work • Managing diaries of SEND Casework Practitioners • Maintaining databases and individual records in line with GDPR and local policy • Processing statutory assessment requests and supporting SEND Casework Practitioners with the statutory process.
2	<p>Acting as the first point of contact for stakeholders:</p> <ul style="list-style-type: none"> • Managing shared inboxes • Answering calls from parents, school and professionals. Answering questions, advising, signposting or passing messages as appropriate
3	<p>Risk Management:</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues and contribute to reviews of individual programmes under supervision from more senior colleagues.
4	<p>Case Management:</p> <ul style="list-style-type: none"> • Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence.
5	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework.
6	<p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness
7	<p>Work with others:</p> <ul style="list-style-type: none"> • Support other team members and demonstrate understanding of others' needs and views. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users
8	<p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. May oversee and guide more junior staff.
9	<p>High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success</p>
10	<p>Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.</p>
11	<p>Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.</p>
Supervision Received	SEND Senior Case Manager
Supervision Given	N/A

Contacts & Working Relationships	SEND Team, Professional Services (such as educational psychologists), health and social care colleagues, educational settings, legal counsel, parents/carers, children and young people, elected members, DfE advisors, Ofsted.
Management of resources or budget	None
Special Factors	Enhanced DBS required. Ability to travel to a variety of locations in borough to develop relations with educational settings and attend training to key stakeholders.

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Knowledge of legislation in relation to SEN i.e. Children's Act, Code of Practice, DDA, etc.		D
Understanding of SEN legislation and procedures	E	
Minimum of 5 GCSE's or equivalent	E	
Technical Skills.	Essential	Desirable
The ability to write detailed and complex reports independently utilising information provided by both internal and external colleagues	E	

The ability to manage and deal with casework of a complex nature managing multiple cases	E	
The ability to marshal detail and complex information and to present it clearly and succinctly	E	
Good IT skills, including word processing skills in Microsoft Office, and in database systems	E	
Knowledge	Essential	Desirable
Understanding of schools as learning environments and roles and responsibilities of a LA		D
Thorough knowledge of SEN(D) Code of Practice and Children and Families Act – implementing SEND Reforms and good practice on inclusive education		D
Experience	Essential	Desirable
Experience of IT software and pupil data tracking systems	E	
Experience of working with children and/or families with SEN. Experience of managing complex casework which includes a need for mediation or conflict resolution in an educational environment.		D
Other	Essential	Desirable
Completed by:		Date: