SEND Co-ordinator – Scale 6

Job Description

Job Purpose
The post holder will be responsible for co-ordinating work processes including requests for, and reviews of, an Educational Health Care Plan. The job purpose is to promote integrated working through co-ordinating assessment, planning and review processes for children with Special Educational Needs Disability and to engage other teams to contribute to assessment and planning as appropriate. Information relating to the process as well as specific information to individual cases. There will be a need for sensitive communication with parents, schools and other agencies.
Major Tasks
Generic tasks listed below: • To communicate effectively with team members across SEND & Inclusion and other employees • To develop good relationships with others by behaving with integrity and treating people with respect • To identify and highlight significant case related issues to their Line Manager (SEND Officer), SEND Team Leads and Group Manager as appropriate. • To ensure individual/team objectives and service performance targets are delivered within agreed timescales. • To recognise personal development needs and discuss ways to address them with line manager, e.g. shadowing, secondments, projects etc. • To ensure Council resources are used as efficiently as possible • To understand and adhere to Council and service level policies • To ensure individual/team objectives and service performance targets are delivered within agreed timeframes, in the most cost effective manner, minimising waste • To adhere to and implement all relevant policies and procedures • To promote integration for children with disabilities and additional needs In addition specific tasks: • Responsible for processing EHCP requests for service, liaising with SEND Officer and Team Leads as appropriate to ensure timely response to requests. • To co-ordinate existing assessments, identify potential gaps in assessment and support the development of a draft interim plan to meet the child's immediate needs. • To co-ordinate and record case discussions where the child/young person has complex needs that impacts on their educational attainment. • Proactive in anticipating significant changes in the child/young person's educational needs due to transitional stages and providing information for appropriate professional leads. • To provide support and advice to educational settings, which will include attendance at meetings in order to represent and support the development of Education Health Care Plans (EHCP) and annual reviews.

- Work with admin colleagues to co-ordinate diaries, organise meetings etc.
- Liaison and negotiation with the public and schools - including conflict resolution.
- To respond sensitively to questions or concerns from members of the public.
- To provide support and advice for other professionals and liaison with colleagues in other teams and other local authorities regarding issues relating to Special Educational Needs.
- Close liaison with SEND Officers, Team Leads and practitioners, as well as practitioners in other service areas, working with children with special or additional educational needs to support the provision of appropriate resources to meet needs.
- Responsibility for a defined team caseload to ensure that processes and recording of information is accurate and meets procedures
- To support SEND Officers, Team Leads and other practitioners in relation to casework, including writing EHC plans and ensuring they reflect the multi-agency service provision.
- To support the wider team in developing systems, working across service areas.
- Preparation of statistics and reports as required, including receiving and verifying data received from schools and other external sources
- To support and implement the development of an integrated IT system in order to meet the demands of the service area.
- To adhere to protocol and procedures when inputing data on the integrated IT systems.
- To quality assure data and information stored on the case management (BSL) and electronic storage systems.
- Contribute to the development of SEND procedures through regular workshops.

Contacts & Relationships

Internal contacts: SEND Officers, SEND Group Manager, Team Leaders, Service Delivery Manager and other officers from SEND & Inclusion and across the Council. Responding to enquiries, sharing information, discussing future strategy and plans, referring information to Family Connect.
External contacts: Members of the public, Including parents/carers, children and young people, schools and their head teachers, other Local Authorities, pre-school providers, other agencies including voluntary sector and health professionals. For the purpose of providing advice, sharing information about children, negotiation and influencing contacts.

Creativity

- Using imagination and creative skills to identify new effective approaches to achieving service area priorities.
- Supporting the development and implementing IT solutions that supports SEND & Inclusion in order to manage service delivery effectively and develop the information necessary for reports. The post holder is responsible for preparing statistics and straightforward reports.
- Negotiating difficult resource packages with families and agencies to support the EHC plans of the children/young people.

- The post holder will be a key worker in developing changing practice due to the changes in legislation with regard to the additional and Special Educational needs of children and young people. The post holder will need to be creative in promoting innovative practice and identifying new effective approaches to achieving service area priorities.
- To access and contribute to the development of SEND information sources, including web based sources.

Decisions

- The postholder will make decisions in accordance with policies and procedures and make recommendations with SEND Officers and Group Manager's agreement.
- The post holder will maximise the time of practitioners through supporting their diary management and preventing duplication of effort
- They will work with admin colleagues to co-ordinate papers for Customer Quality, tribunals etc

Management & Supervision

- The post holder will have no direct supervisory responsibilities other than for trainees or work placements.
- They may provide a mentoring role for new members of staff, to explain and model processes.

Supervision Received

- There will be daily oversight of practice and monthly supervision by the SEND Officer.
- There is a requirement to plan and arrange own workload in liaison with the SEND Officer.
- The post holder will report to and work closely with SEND Officers in addition to attending regular team meetings.

Complexity

- The work is highly complex and the post holder requires a high degree of skill in working across professional knowledge and skills, recognising the complexity of ensuring that the holistic needs of the child/young person are met.
- The post holder will have to balance a number of factors in order to make decisions and inform Team Leaders of merging case complexities, where set procedures/ guidelines do not always apply.

Resources

The post holder will be responsible for using ICT equipment and other resources including photocopier and scanner.

Impact

This post will be responsible for the impact on a range of council priorities including:

- The sufficiency of appropriate local provision for children with SEND
- Championing the needs of our most vulnerable learners

Physical Demands

The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files to meetings and setting up for

meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job.
Working Environment
In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.
Emotional Context
The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. However, this would be incidental and it would not be a formal part of the job to deal with this information.
Other
The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

Person Specification

Criteria	Standard
Qualifications	• Literacy and numeracy e.g. GCSE English and maths, grades A-C • Professional/practice qualification such as NVQ4 in relevant area
Experience	• Experience of SEN processes from an educational, care or health perspective • Experience of efficient and effective use of resources • Experience of understanding and adhering to policies • Experience of using a variety of software packages including databases • Experience of working in an educational or care environment • Multi-agency /disciplinary working experience
Knowledge	• Knowledge of changes to SEND Code of Practice • Knowledge of policies and legislation relating the major tasks • Knowledge of IT packages which are utilised across Children's Specialist Service teams • Knowledge of services and roles of professionals that provide services for children and young people with additional and complex needs, including Special Educational Needs. • Knowledge of systemic assessment processes • Knowledge of planning and review requirements, including planning to meet specific outcomes based on SMART targets
Skills	• Ability to communicate effectively with parents, children/young people and range of professionals • Sensitive response and conflict management • Ability to communicate effectively with members of the public and external colleagues, both verbally and in writing, • Excellent telephone skills are essential • Ability to work under pressure and meet legal deadlines • Ability to maintain IT systems accurately • Excellent keyboard skills and document presentation • Excellent negotiation/ brokering skills • Organisational skills
Personal style & behaviours	• As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages.

Fluency Duty	This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. • Can understand a wide range of demanding, longer clauses, and recognise implicit meaning. • Can express ideas fluently and spontaneously without much obvious searching for expressions. • Can use language flexibly and effectively for social, academic and professional purposes. • Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Tick as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	Y
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	Y

Information on types of criminal records checks is available at:
https://www.gov.uk/disclosure-barring-service-check