

## Job Profile

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**JOB TITLE:** Designated Social Care Officer SEND

**GRADE:** POC

**POST NO:** 30158

**JOB TIER:**

**DBS CHECK:** Enhanced

**GROUP:** Children's Services

**SERVICE:** Children's Services

### REPORTING STRUCTURE

**Reports to:** Service Manager

**Direct Reports:** N/A

**Indirect Reports:** N/A

## **Brief Description of job role and department**

The role is within the Children's Services Department of the Council. The role will be matrix managed by a Service manager in Children's service with close cross working with SEND and Inclusion Teams.

This role will strategically lead in framing and developing social care elements of the Hillingdon SEND and AP strategy across the local authority, in compliance with legislative requirements of the SEND Code of Practice (2015). The role will directly inform and influence the direction of wider SEND services through intelligence and insight. The DSCO will have in depth knowledge and understanding of both social care processes and the SEND reforms agenda and will look to strengthen practice and generate solutions.

Key to success will be the ability of the post holder to negotiate with and influence others build and nurture effective partnerships, working collaboratively with a wide range of stakeholders across the LA and exploiting opportunities for co-production with partners within and outside of the Local Authority including health partners. The post holder will represent Hillingdon Council at key regional and national events and will be a source of expert professional advice on SEND reforms relating to social care within Hillingdon and will seek to learn nationally from the evidence base of best practice.

### **The postholder will:**

- Provide leadership, operational guidance and direction in the way that social care services are identified and delivered for those with SEN, disabled children, young people 0- 25 in the identification of need and the EHC Needs Assessment and EHC Plan and review processes.
- Involve working with Adult Social Care teams and Children locality teams and SEND and Inclusion services to support the Service in the operational management of the EHC SEND Service focussing on quality assurance and continuous improvement in both the SEND and Inclusion service and Children's services. This will involve preparation for, and the implementation of, the recommendations from the SEND and Alternative Provision Improvement Plan published by the council following SEND and CQC Inspection.
- To be a member of both the senior Leadership team of the Children with Disabilities service (Children's Social Care) as well as the SEND Service and to ensure that joint working practices are well embedded across the two teams.
- Ensure that SEND and social care processes, pathways and information across Children and Adults Services are clearly documented in Hillingdon's Local Offer.
- Lead in framing and developing social care and SEND elements as identified within the Hillingdon Local Area SEND and AP improvement plan as well as the SEND Code of Practice (2015).
- Directly inform and influence the direction of wider SEND services through identifying areas where social care is weak or non-compliant with the SEND Code of Practice - identifying solutions and implementing strategies and plans to address this - aligning these to social care's operational and business plans and statutory obligations.

- Demonstrate strong communication and co-production skills with families, young people, local area partners and enabling inclusion across the services in response to the Children & Families Act 2014, Care Act 2014 and other related children's legislation including the new SEND and AP.
- Lead and champion a culture of strong partnership working across all social care disciplines, at all levels, to ensure the delivery of integrated support and key strategies for children and young people 0-25 with SEND, their families and carers. To support Social Care services across children and adults understand their contribution towards the Education, Health and Care processes by ensuring that assessments are aligned and that transition processes are seamless across Children to Adult Services. Ensure that the service delivers effective working practices, good outcomes and high-quality services, in line with all relevant legislation, statutory guidance and best practice / quality assurance activity.

### **Representative accountabilities**

- Apply professional judgement to interpret and apply policies and procedures to meet specific local or service needs.
- Provide day to day matrix management and professional supervision to staff to ensure operational plans and activities are delivered effectively as required.
- Identify opportunities for the continual improvement of operations in service area in order to deliver cost effective services that meet agreed quality standards.
- Lead small projects and implement changes and improvements within agreed cost, time and quality standards.
- Where relevant manage service level budgets and resources in order to support the delivery of intended outcomes and demonstrate value for money.

### **Social Care focussed accountabilities**

- To be held accountable for developing strategies, action plans and processes which support and enable the SEND agenda to become embedded within social care operations and practice.
- To establish and lead a network of social care SEND 'champions' within children's and adults services to facilitate and oversee the implementation of the SEND agenda within social care through this network.
- To gather insight and intelligence from social care colleagues across children, adults and other groups such as the parent carer forum to inform best practice delivery models and embed joint working across social care and SEND.
- To take on the responsibility for developing social care aspects of the Local Offer that provide relevant advice and information and meet all legislative requirements.
- Working collaboratively with social care staff, service managers, and Assistant Director to ensure social care meet statutory responsibilities under the Children Act 1989, Children and Families Act (2014) and Care Act (2014), and to drive forward organisational culture change aligned to the SEND reforms.
- Constructively challenging practice, systems, processes and protocols to enhance SEND reform compliance as part of this collaboration.

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- Support in the implementation of relevant action plans following statutory inspections, peer reviews and audits, ensuring that actions are completed within agreed timescales to enhance the impact of social care and SEND outcomes.
- To ensure all staff have access to training to improve their knowledge and understanding of the interface between SEND and social care.
- Promote collaborative working to develop relevant learning materials for social work staff to understand responsibilities to deliver SEND Code of Practice
- Work with and advise commissioners on planning for and commissioning social care services, to ensure the right quality and range of services are available that support the SEND agenda.
- Contribute in addressing inequalities for the outcomes of SEND children and young people by promoting access and inclusion, and building capacity, to enable them to access local resources.
- Provide authoritative advice, challenge, and support to educational settings in order to achieve improved access and inclusion of SEND children and young people.
- Work with service leads to ensure there is a robust and efficient system of identifying and assessing needs that support SEND compliance from the early years onwards, that supports timely identification, joined up working and a focus on outcomes.

### **SEND facing accountabilities**

- Be held accountable for developing strategies, action plans and processes which support and enable the SEND reforms agenda to become embedded within the SEND service operations and practice.
- Devise, train and implement the effective and timely sharing of information between SEND and social care.
- Be the main point of entry into social care services in both Children and Adult directories for statutory work under Chapter III of the Children and Families Act 2024 (CFA).
- Effective work with the SEND EHC Service Manager and Team Managers to ensure compliance with CFA statutory timeframe from social care is adhered to.
- Effective work with the Resolution Team to ensure quality contributions pre, during and post Tribunal appeals under the extended powers the First Tier Tribunal (FTT) have, including compliance with the feedback from social care to the DfE regarding the recommendations made by FTT.
- Be held accountable for developing monthly reports demonstrating compliance with the statutory work in CFA, including both quantitative and qualitative data.
- Be held accountable for developing strategies, action plans and processes which support and enable a seamless transition into adulthood, based on a holistic view of the young person, through effective partnership work between SEND and Inclusion Services and social care.
- Review the pages of the Local Offer on Hillingdon's website that provide relevant advice and information and meet all legislative requirements.
- Support the implementation of relevant action plans following statutory inspections, peer reviews and audits, ensuring that actions are completed within agreed timescales to enhance the impact of social care and SEND outcomes.
- Ensure all staff have access to training to improve their knowledge and understanding of the interface between SEND and social care.

- Contribute to addressing inequalities for the outcomes of SEND children and young people by promoting access and inclusion, and building capacity, to enable them to access local resources. It will include liaison with Designated Clinical Officer (DCO) and Strategic Lead for Children with a Social Worker and will be responsive to time bonded pressures (i.e. Emotionally Based School Avoidance, mental health conditions).

### Miscellaneous

- The duties and responsibilities outlined in this job profile are indicative of the role, however they are **not exhaustive** and may be subject to change. In addition, you will be required to undertake other **reasonable duties** as directed by your manager.

1. Qualifications	ESSENTIAL	DESIRABLE
Experienced Practitioner with relevant professional qualification at degree level.	✓	
Social work qualification and registered with SW England		✓
Evidence of continued professional development and post qualification activity, including research, practice educating, delivering training etc.	✓	
2. Experience	ESSENTIAL	DESIRABLE
Evidence of Management/Supervisory training and/or willingness to undertake such training	✓	
Relevant experience of working with children and young people with SEND and their families	✓	
Evidence of successful integrated working with colleagues across service and partner agencies to promote the children and young people's best interests	✓	
Experience of working successfully as a manager and leader in children's social work teams or across disability and or assessment services		✓
Experience of performance management and quality assurance in service design and delivery	✓	
Evidence of knowledge, understanding and practice in relation to the implementation of SEND legislation, particularly within social care	✓	
Significant experience in providing social care services for children and families	✓	
Experience of being involved in cultural and organisational change in complex organisations	✓	

Experience of being involved in developing, auditing and monitoring services.	✓	
<b>3. Knowledge and Skills</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience of demonstrating embedded processes is in place to ensure that all EHC Needs Assessment requests to children's social care are considered and responded to in a timely way, including consideration as to whether early - help support or social work assessment may be needed and to monitor any barriers that prevent this from operating as effective as it should be.	✓	
Extensive knowledge of a range of relevant theories, research, serious case review findings and models of social work interventions and how these can be integrated into service delivery to enhance outcomes for children.	✓	
Significant knowledge of the factors and influences which can impact on children achieving positive outcomes including child development, attachment and neglect, learning difficulties and disabilities, and parental factors such as substance misuse domestic abuse and mental health and own learning difficulties and or disabilities.	✓	
Knowledge of relevant political, legal, operational, commercial and social aspects of Children's Services and how that relates to SEND operation, including Annual Review statutory advice from social care.	✓	
Experience in demonstrating collaborative working to produce and contribute to training and induction on EHCP matters for all social care and early help staff.	✓	
Extensive specialist knowledge of services for the relevant client group	✓	
To model good social work practice and encourage continuing professional development of colleagues via coaching, joint working and contributing to the development and delivery of training	✓	
Ability to engage and involve children, young people, families and carers in a co-productive manner to inform planning and delivering of a range of SEND services	✓	
To lead and support attendance and information sharing in a range of formal meetings around the SEND Improvement Plan and EHCP performance	✓	
To use professional expertise to provide advice and support to a range of colleagues within social care services (children and young people) and partner agencies to enhance positive outcomes for children and young people using a multi-agency approach.	✓	
Ability to analyse and think operationally anticipating and responding to complex problems or local/national policy imperative	✓	
Ability to ensure social care processes and pathways are clear and accessible on the Local Offer and be the point of contact for relevant updates for this information.	✓	

Able to communicate effectively, verbally and in writing	✓	
Able to use interpersonal skills to build and maintain relationships with other staff at all levels and with external partners	✓	
Demonstrate commitment to anti-oppressive and anti-discriminatory social care practice and management	✓	
<b>4. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Passion to make a difference:</b> Strives to improve outcomes for residents, identifying efficiencies and smarter ways of working, and encouraging creative input from others- so that solutions developed are practical, fit for purpose and implemented appropriately.	✓	
<b>“Can do” positive attitude:</b> Identifies opportunities for organisational change, taking into account the wider impacts of change; ensuring the needs of stakeholders and residents are considered and acts as a positive role model for new initiatives.	✓	
<b>Leads and inspires others:</b> Values the contribution of others and fosters a culture of respect, diversity and inclusion, encourages constructive, open feedback and innovative thinking.	✓	
<b>Credibility:</b> Gives clear and consistent direction involving others whilst retaining accountability.	✓	
<b>Drives improvement:</b> Examines and considers risk, balancing risks against improvements, and ensures improvement plans are appropriately resourced and supported.	✓	
<b>Strategic thinker:</b> Understand and examine the wider council environment, contributing to new business strategies and identifying and managing risk.	✓	
<b>Decision maker:</b> Willing to make difficult decisions and remain accountable for those decisions and takes personal responsibility for communicating these.	✓	
<b>Team Player &amp; Networker:</b> Facilitates effective team, resident and stakeholder relationships to achieve organisational objectives. Works and liaises with other senior management teams across departments and wider public sector.	✓	
<b>Management:</b> Ensures effective business delivery through influencing and motivating others, providing direction, promoting a culture of high performance and an environment of dignity and respect.	✓	

<b>Communication:</b> Uses tact and persuasion to influence others, confidently, clearly and consistently delivering key messages to teams and external stakeholders.	✓	
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The council has a set of values which guides us in our behaviours at work. All council employees must demonstrate as an essential requirement for the job. These are:-

<b>Respect</b>	We appreciate what makes us different and include everyone	<ul style="list-style-type: none"> <li>• We recognise that we all have unique talents, skills and experiences.</li> <li>• We provide a professional service to our residents and colleagues and lead by example.</li> <li>• We celebrate diversity and ensure our working practices are inclusive.</li> </ul>
<b>Collaborative</b>	We believe in the power of working together	<ul style="list-style-type: none"> <li>• We work collaboratively as one council.</li> <li>• We promote creativity and innovation to improve outcomes for all.</li> <li>• We recognise the strength of sharing knowledge and experience.</li> </ul>
<b>Efficient</b>	We deliver the best possible outcome by carefully managing our resources.	<ul style="list-style-type: none"> <li>• We are empowered to deliver the most efficient outcome.</li> <li>• We harness new technology and tools to deliver our services efficiently.</li> <li>• We look after our finances and maximise value for money for residents.</li> </ul>
<b>Integrity</b>	There is no gap between what we say and do.	<ul style="list-style-type: none"> <li>• We choose what is right over what is easy.</li> <li>• We trust and support each other to get the job done.</li> <li>• We are responsible and accountable for our actions, both good and bad.</li> </ul>
<b>Open &amp; Honest</b>	We are transparent in the actions and decisions we take.	<ul style="list-style-type: none"> <li>• We provide a safe space to have truthful discussions in a positive way.</li> <li>• We encourage constructive feedback without fear of judgement.</li> </ul>

## GUIDANCE NOTES

The job description is a broad list of responsibilities and outcomes. It is not a list of tasks.

Some grades are nationally prescribed, and the job evaluation scheme does not apply to these posts i.e. Soulbury, Youth and Community Workers and Teachers.

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The person specification describes the skills, knowledge, qualifications and specific conditions required to undertake the role.

This person specification will be used for recruitment to the post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

Person specification criteria must be objective, relevant and measurable for applicants to be assessed on merit.

Asking for time-linked experience must be justifiable as it could be age discriminatory. The quality of the experience is often more relevant than the quantity.