



Job Profile

JOB TITLE: SEND EHCP Communications and Resolutions Manager

GRADE: POD

POST NO:

JOB TIER:

DBS Disclosure Enhanced

GROUP:

SERVICE: SEND EHCP Service

REPORTING STRUCTURE

Reports to: SEND EHCP Service Manager

Direct Reports: 7

Indirect Reports: Up to 10

ROLE PURPOSE:

This post is an integral part of the SEND Team ensuring the efficient and timely assessment of children and young people aged 0 to 25 according to the Children and Families Act 2014 and the SEN Code of Practice.

The role includes;

- Overseeing SENDIST, and Mediation proceedings including attending hearings when required and defend appropriateness of decisions made by the council.

- To provide Key leadership in case management of SEN appeal related cases to the council discharges its responsibilities and meets statutory deadlines in relation to SEND Tribunals
- Managing FOIs, data breach, SARs and parental and school complaints including those to the Secretary of State and Ombudsman Appeals.
- Leading on SEND Training Offer for LBH staff across all relevant services
- Managing Quality Assurance of EHCPs (internal QA processes, Partnership QA Framework and Invision 360 audits)
- Managing EHM related projects as well as data cleansing and data reporting – line managing SEND Management Information Officer
- Managing SEN2 returns and data from the EHCP Team aspect.
- Oversight of Independent and Non-maintained placements.

SUMMARY OF RESPONSIBILITIES:

- To coordinate and attend/represent the Authority at SEND tribunals ensuring the presentation of robust cases and preparation of witnesses and manage and support the Resolutions Officers in the preparation of cases.
- To be responsible for the preparation of LA cases to SENDIST, including responsibility for case management, chairing of multi-agency professionals' meetings and developing a 'Hillingdon' approach to preparing appeals.
- To be responsible for training across agencies regarding the single route of redress and SENDIST appeals.
- To guide and mentor all SEND EHCP Team staff in relation to complex cases, including mediation and tribunals.
- To be responsible for all communications with SENDIST and meeting tribunal deadlines.
- To provide a regular analysis of data and trends regarding tribunals and mediations to support monthly highlight reports.
- To be responsible for monitoring the provision received by children and young people with complex needs in Independent and Non-Maintained Schools and College.
- To support the Resolution Officers and Senior SEND EHCP officers in preparing for complex Mediations to prevent escalations to Tribunals representing at Mediations where appropriate.
- To attend/Chair SEND EHCP Panels as appropriate when required.
- To contribute to the development and review of SEND EHCP service staff induction and training
- To line manage staff as required by service needs.
- To provide support to all SEND EHCP service staff in matters relating to individual casework management and decisions regarding complex cases where required.
- To assist and deliver training as required, with particular responsibility for training in preparation for tribunals
- To coordinate responses to FOI within deadlines
- To work with officers to prepare draft responses to complaints and ME and meet the deadlines for responses.
- Ensure that data cleanse work on the database is coordinated by the SEND Management Information Officer
- and support the SEN2 submission

- Ensure that there is joint working between children and adults social care teams and the SEND Team on individual cases and strategically.
- To take responsibility for an identified area of work as specified by the Service Manager of the Statutory Assessment and Monitoring Service

A. Job Description

1. People Management

- 2 x SEND EHCP Resolutions Officers
- Assistant SEND EHCP Resolutions Officer
- SEND Management Information Officer

2. Resident & Community Contribution

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Work closely and creatively with the local community and partner agencies to deliver effective services for children, young people and their families to enable them to lead ordinary lives.

3. Operational Service Delivery

- undertake key working functions for a caseload of CYP with SEND who are in the process of an education, health and care needs assessment;

4. Service Planning & Development

- To contribute to the development and implementation of the Service Strategy and understand how the role supports the delivery of the strategy.

5. Financial & Resource Management

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- To have responsibility to the local authority's public purse and to look at efficient use of resources in all decision making.
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Continuous Improvement

- To take responsibility for own development, ensuring that personal knowledge is up to date with all current legislation and Government guidance relating to SEND
- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Parent/carers and CYP.
- Front line professional staff across social care, health, housing and education, including Headteachers.
- External agencies and partners including schools, health services, Police, Probation and the voluntary and independent service providers.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Development of timely EHC Plans with SMART (outcome focussed) targets
- Demonstration of regular reviews with the family
- Delivery of outcomes
- Quality record keeping
- Satisfactory annual feedback from parents/carers and children/young people following the collation of participant feedback questionnaires
- Delivery of agreed PADA objectives

Person Specification

SEN Review Officer

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

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to a minimum of degree level in a relevant subject or considerable experience in working within SEND and Tribunals	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the service which may include some work outside of usual hours	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of having worked in a SEND Team preparing and representing at Tribunals, with good mediation skills and conflict management and having difficult conversations.	✓	
Experience of managing a team of officers and managing a demanding workload.	✓	
Experience of working in a multi-disciplinary way with schools, health and social care.	✓	
Experience of producing reports with data information.	✓	
Experience of working with children and young people with special educational needs and their families.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Demonstrable listening skills and the ability to act in an approachable, tactful, sensitive, efficient and supportive manner.	✓	
Knowledge of assessment principles and processes and have ability to work in an outcome –focused way.	✓	
Able to deal with a range of queries and refer upwards appropriately as required	✓	
Up to date knowledge and understanding of the SEN legislation and guidance, including the Children and Families Act 2014 and the Special Educational Needs and Disability Regulations 2014	✓	
Excellent communication skills in order to exchange complex information and communicate effectively both verbally and in writing.	✓	

Understanding of issues affecting children and young people and the range of services available to them.		✓
Able to work accurately and with attention to detail.	✓	
Understanding of Data Protection principles and an ability to work in a confidential environment.	✓	
Competent use of ICT and the ability to learn and use service specific software	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.		
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.		
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.		
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.		
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.		
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.		