

Kent County Council

Job Description: *EHC Casework Officer*

Directorate:	Children, Young People & Education (CYPE)
Unit/Section:	Special Educational Needs and Disability (SEND)
Grade:	KSD
Responsible to:	EHC Casework Team Manager

Purpose of the Job:

To administer all routine aspects of the Annual Review and phase transfer process. To be the first point of contact for parents/carers, young people and other stakeholders or members of the public which will require working with Children and Young People from the age of 0 to 25 years.

Main duties and responsibilities:

- To administer all routine and ongoing monitoring and statutory processes for children and young people with Education, Health, and Care (EHC) Plans. This will include the actioning within statutory timescales of all processes associated with Annual Review, phase transfer, moving in and out of County, and routine enquiries from the young people, and the parents and carers of young people and children, schools and wider professionals or stakeholders.
- To be responsible and accountable for a specific given caseload.
- To be the named contact for families/carers and young people and their educational setting within a defined geographical area once an EHC plan has been finalised and be part of a team responsible for the ongoing monitoring and support to families and young people to ensure that the provision identified in the EHC Plan is provided.
- The postholder will be required to prepare and/or contribute papers/research information for a variety of purposes, such as Tribunals, Annual Review, phase transfer, complaints in relation to children and young people who have an EHC Plan and execute any required actions such as chasing of documentation or updating stakeholders e.g., about outcomes.
- To robustly scrutinise Annual Review paperwork identifying plans that need to be amended, ceased, and identify any actions or changes in provision or placement such as return from independent sector or transfer to mainstream. To ensure that all reviews of EHC Plans are conducted by schools annually and that the procedures adopted by schools are in line with policy on SEN and meet statutory obligations. To process the record keeping system and make amendment notices where needed which will lead to an amended plan.
- To robustly scrutinise Annual Review paperwork on its return to inform decisions about the next steps for EHC Plans such as to clarify information and advice received and escalating when required to EHC Senior Casework Officers.
- To monitor own caseload using data and reports produced to assist and be proactive about resolving issues, taking advice as required to ensure there is no casework drift.

- Ensure that Annual Reviews are planned by schools and to chase relevant paperwork where required.
- To adhere to all Kent policy, process and systems associated with Annual Review and placement.
- To inform Manager and SEN Finance of any proposed changes to provision following an annual review and update the EHC Plans accordingly.
- To robustly maintain local authority databases including Synergy on a 'live' basis, ensuring all records are kept up to date and accurate ensuring that any errors are corrected to ensure a high level of data quality.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *EHC Casework Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Level 2 in SEN Casework or be prepared to work towards and complete within 24 months of securing the role or equivalent experience. • or relevant qualification or experience in Information advice and guidance. • or appropriate qualification in early years, counselling, youth and community work, health or social service work or equivalent experience.
EXPERIENCE	<ul style="list-style-type: none"> • Practical experience in a relevant field to include working with parents/carers and education providers. • Experience of problem solving.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work in a pressurised environment and ensure all actions are conducted in a professional manner and within national, local, or statutory timescales. • Ability to work on own initiative and organise workload to achieve deadlines; good time management and problem solving. • Ability to analyse and interpret information from a wide range of sources including professional reports and to convey information in a range of appropriate formats fit for intended audience. • Resilient. • Able to communicate effectively with parents, young people, and educational providers with diplomacy and sensitivity without the use of jargon. • Able to use all IT equipment and a wider range of software to the level required of the role. • Ability to establish effective working relationships. • Ability to support children, young people, and families to implement the EHC Plan.
KNOWLEDGE	<ul style="list-style-type: none"> • Good understanding of current SEN legislation and its application within the context of Kent. • Knowledge of Data Protection, GDPR and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make

	<p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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