Kent County Council
Job Description: *EHC Casework Team Manager*

Directorate: **Children, Young People & Education (CYPE)**

Unit/Section: **Special Educational Needs and Disability (SEND)**

Grade: **KSI**

Responsible to: **EHC Casework Manager**

Purpose of the Job:

To manage a team responsible for discharging the Local Authority's (LA) statutory functions in relation to the Annual Review process as well the day-to-day duties associated with arranging provision for children and young people in a defined geographic area.

To contribute to strategic working and forward planning to ensure a high-quality service is delivered to children and young people and their families/carers who have an Education, Health, and Care (EHC) plan. This includes the ongoing monitoring of high-quality provision for those children and young people with EHC Plan.

Main duties and responsibilities:

- To be responsible for ensuring that the appropriate systems are in place to ensure the LA is able to discharge its statutory duties in relation to amendments to plans and the Annual Review process; this includes ensuring staff execute their responsibilities in a professional manner within statutory timescales and the monitoring of all staff caseloads through effective monitoring and surgery/supervision arrangements to ensure all children and young people are placed in long term appropriate provision within timescales or that appropriate interim provision is in place.

- To ensure that all reviews of EHC Plans are carried out by schools annually, in line with statutory guidance, local authority guidance and by using reports and data available.

- Have overall responsibility for all decisions regarding all placement and provision for those children/young people subject to a confirmed EHC Plan. This will require the post holder to attend, chair or contribute to decision-making panels & meetings as well as attend mediation, dispute resolution or other relevant multi-agency meeting as required where there are concerns regarding provision/placement for those children subject to a finalised EHC Plan and ensure decisions taken are implemented within timescales and in accordance with Kent policy and statutory guidance.

- To engage with parents/carers in a collaborative manner to ensure swift resolution of any issues, including participation in informal dispute resolution or formal mediation. This will require the post holder to develop effective working relationships with young people and the parents/carers of children and young people who have EHC Plans.

- To work closely with Tribunals Team to co-ordinate tribunal evidence gathering and ensuring all parties provide accurate and appropriate information within timescales.

- Contribute to policy and planning groups as directed or required and take lead responsibility for strategic areas or projects contributing to the establishment of joint protocols and effective relationships with key statutory and voluntary partners to deliver a user centred service.

- To prepare and deliver identified reports and information in a variety of formats fit for intended audience (including graphical reports) as required within timescales and which can be used for forward planning including any trend data. To provide updates and information as required including the drafting of responses to complaints, concerns and enquiries including those from parents and young people, MP's, Councillor's, LGSCO, Members, legal representatives, and other interested parties as well as producing local information and data to identify trends, anomalies & inform strategic local & Local Authority wide plans.

- Ensure data quality of the databases used by the team ensuring errors are identified and amended.

- To represent KCC at meetings as required, in relation to the service with partner agencies, schools, colleges and voluntary groups internally and externally.

- Manage staff in accordance with KCC Policy and to ensure service is delivered appropriately. This will require the post holder to effectively organise, plan and deliver their own and staff tasks and workload effectively to meet agreed goals and statutory or policy timescales, in line with the service and corporate objectives.

- Work in close partnership with parents/carers of children with an EHC Plan as well as schools and other agencies to secure agreed outcomes in relation to SEN placements and provision; this includes working in a person-centred way with young people and families/carers and attendance at or initiation of multi-agency meetings.

- To agree and monitor limited spend on any special equipment or resources according to the scheme of delegated financial authority and standing orders.

- Support the service to embed quality assurance processes so that EHC Plans are consistent and accurately reflect Children and Young People's need prior to being issued by the service.

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

Kent County Council
Person Specification: *EHC Casework Team Manager*

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	• Degree level or proven equivalent experience. • Managerial qualification or experience. • Evidence of continued professional development. • Advanced level professional.
EXPERIENCE	• Demonstrable practical experience in a relevant field to include working with parents, carers and schools in challenging situations. • Experience of managing conflicting priorities. • Experience of supervising staff and/or leading teams. • Experience of multi-agency working particularly with education settings, social care, and health.
SKILLS AND ABILITIES	• Ability to establish effective working relationships with professionals, children and their parents/carers. • Effective communication skills including diplomacy and sensitivity to the needs of others without the use of jargon. • Ability to support children and families to implement the EHC plan. • Able to solve problems in a constructive and solution focussed manner. • Resilient. • Effective networking skills. • Able to use all IT equipment and software to the level required of the role. • Evidence of being able to work successfully under pressure and priorities tasks to manage workload effectively. • Evidence of being able to successfully manage a team to deliver service. • 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. • Able to challenge staff (and self) effectively to improve own, individual and team performance. • Knowledge of the importance of early intervention and support. • Takes responsibility for problem solving and decision-making providing support and challenge as necessary. • Seeks to drive forward national and local strategies through team and self-motivation. • Promotes equality of opportunity for children and young people and KCC colleagues as related to national and local strategies and policies. • Able to self-reflect and improve own skills and performance.

KNOWLEDGE	• Excellent understanding of SEN legislation and its application within the context of Kent. • Extensive working knowledge of SEN legislation, specifically SEN Code of Practice (2014), Children and Family Act (2014) and Disability Discrimination Act (1995) and its application within the context of Kent • Evidence of ongoing CPD and applying this to a specialist area of work. • Knowledge of Data Protection, GDPR and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • 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 Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making