

ROLE PROFILE



Role profile		
Role Title	Caseworker 0-25 SEND Statutory Assessment Team	
Role Grade:	GRADE C	
Role Reference:	N575	
Reports to:	Casework Supervisor	
Job Type:	Customer facing Worker	
Work Style Definition	Fixed base office worker	
Primary Purpose of role:	To be the first point of contact for parents/carers, Head Teachers, Special Educational Needs Coordinators and other service users for pupils involved in the Education, Health and Care Plan process of statutory assessment. To be responsible for the timely receipt, coordination and collation of advice in relation to the statutory assessment and ensure completion within statutory timescales. To be responsible for the receipt and logging of Annual Review reports.	
Key Accountabilities & Key Measures	Role Outcomes <ul style="list-style-type: none">To be responsible for the coordination of the statutory assessment process for all children with special education needs and disabilities. (35%)To contribute to meeting the statutory timescales for each part of the EHCP process in accordance with key performance indicators. (35%)To be responsible for the Single Multi Agency Panel in conjunction with other 0-25 SENDS Team members. (20%)To contribute to the administrative functions of the 0-25 SEND Team. (10%)	Role Measures <ul style="list-style-type: none">Education, Health and Care Plans are implemented within a national time frameCommunication with parents/carers, schools, other departments/LEAs is of a high professional qualityCasework tasks are completed to a high professional standard
	To be solely responsible for ensuring that approximately a third of all Education, Health and Care Plans (EHCP) are maintained, reviewed and amended annually in accordance with statutory timelines, AND To be responsible for undertaking casework in relation to new statutory assessments of special educational needs which total approximately 250 per year. (40%)	
Key activities		

	<ul style="list-style-type: none"> ▪ To be responsible for liaising and corresponding with parents/carers and professionals through each stage of the assessment process, including giving, requesting and chasing of information AND To be responsible for checking drafts, issuing EHCP and advice giving to parents/carers and all professionals who were involved in the assessment process AND To exchange necessary information with parents, schools, professionals and other Local Authorities in regards to students with EHCP transferring into and out of Plymouth (approximately 30 cases per year) (30%) ▪ To be the first point of contact for parents, educational professionals and schools with regard to the Single Multi Agency Panel (SMAP) and be responsible for the preparation, attendance and follow-up of SMAP, demonstrating accurate recording of decisions and an in-depth knowledge of individual cases. (10%) ▪ To be responsible for the receipt of, checking and follow up of any actions from Annual Review Report for all EHCPs maintained with the 0-25 SEND Team AND To ensure that relevant databases are accurately maintained with the confidential pupils, parent and assessment details in conjunction with 0-25 SEND Team members and in liaison with other departments. (15%) ▪ To liaise and work closely with the Admissions Team to ensure the allocation of places including phased transfers are carried out in accordance with Plymouth Authority's Admissions Policy. (5%) ▪ Undertake other duties appropriate to the grade of the post
Essential Qualifications / knowledge	<ul style="list-style-type: none"> ▪ Experience of using IT systems and Microsoft office – e.g. collating and presenting statistical information ▪ Two GCSEs Grade C or above in Maths and English OR NVQ II in Business Admin
Desirable Qualifications / knowledge	<ul style="list-style-type: none"> ▪ Reasonable experience in an administrative and confidential environment ▪ 5 GCSEs Grade A-C (9-4) or above including Maths and English OR NVQ III in Business Administration
Essential Experience	<ul style="list-style-type: none"> ▪ Reasonable experience in an office environment ▪ Experience of working under pressure to meet deadlines ▪ Experience of working effectively as part of a team
Desirable Experience	<ul style="list-style-type: none"> ▪ Experience of using and maintaining a complex database ▪ Experience of advising and supporting others in the use of administrative procedures, protocols and policies
Essential Skills	<ul style="list-style-type: none"> ▪ Highly developed organisational skills, ability to work independently and unsupervised to tight timescales using own initiative and whilst managing conflicting priorities ▪ Judgment skills, develop solutions to straightforward problems and to follow up on problems e.g. missing documents and/or contradicting information on received documents

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| | <ul style="list-style-type: none">▪ Communication skills to exchange information with a range of audiences including, other staff, parents, professionals and schools as well as giving advice and guidance and resolves issues▪ Excellent keyboarding skills required for writing letters to parents and professionals |
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Corporate Standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.