

Role profile

Job Title:	Senior Education Health and Care Coordinator	Grade:	11
Department:	SEN Assessment Service/	Post no.:	
Directorate:	Children Services	Location:	Perceval House

Role reports to:	SEND and AP Service Team Manager
Direct reports:	EHC Coordinators (EHCCos)
Indirect reports:	

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To play a key role in supporting access to and availability of appropriate provision for children and young people with SENDs.
- To take a lead role in managing very complex case work and providing support and supervision for the EHCCos
- To represent the Authority at relevant forums
- To play a central role in developing key parts of the SEND systems as the implementation of the SEND Reforms elements of the Children and Families Act progresses.

Key accountabilities

- To contribute to the effective management and development of the SEN Assessment Service in the provision of customer focused support.
- To focus on learner outcomes whilst securing good communication and professional relationships in educational settings
- To undertake various responsibilities including case decision making, budget management and the determination of casework activities by the EHCCos. To ensure this responsibility is exercised in accordance with legal requirements, the SEN Code of Practice, national guidelines, LA policies and the statutory right of parents and children and young people.
- To ensure and maintain effective communication with parents/ carers, undertaking consultation, liaison and negotiation as required.

- To provide support and supervision to the Education Health and Care Coordinators in all aspects of their work and to plan, contribute to and monitor their professional development and training. To ensure that good quality and accurate case records are maintained. To conduct regular staff appraisals and supervision sessions in line with Council guidelines, behaviours and values. To monitor sick absence in line with Council policies.
- To provide advice, guidance, support and challenge (as appropriate) to schools and partner agencies so that a consistent borough wide approach to children and young people with SEN aged 0-25 is in place for example to undertake a lead role for special schools, independent sector, transitions, children looked after etc.
- To undertake high level SEN casework and pull together the information necessary for the LA to defend appeals made against the Councils decisions to the SEN and Disability Tribunal.
- To take a lead role in facilitating effective place planning and provision on behalf of the Local Authority including making evidence informed decisions regarding appropriate placements.
- To lead on ensuring that the Local Authority is meeting its statutory responsibilities with regards to children and young people who are LAC, Electively Home Educated (EHE) and missing education (CME)
- To make decisions on behalf of the Local Authority regarding funding requests through supervisions and Local Authority funding panels.
- To investigate complaints regarding cases or the provision being made, drafting responses as necessary.
-
- To take a lead role in managing very complex case work and organising and chairing EHCP Annual Reviews and complex meetings around EHCPs on behalf of the Local Authority, including for children who that are home educated or out of education.
- To take responsibility for responses to written enquiries from Members of Parliament and Councillors.
- To promote, lead and/ or contribute to development of sharing good practice, quality of provision, joint working and effective operational links across services.
- To contribute to effective budget management and value for money in respect of a range of provisions and services; this is to ensure equity, accountability, positive and measurable outcomes for children and young people.

- To engage with parent partnership, providers of advice and guidance and independent support to parents/ carers and young people, mediation, disagreement resolution and other services for parents/ carers in support of pupils and the resolution of casework.
- Undertake any other duties as reasonably required by Team or Service Manager in SENAS that commensurate with the grade.

Key performance indicators

- To ensure the highest quality of delivery to all service users monitored through relevant progress measures in education, health and care
- Successfully meet statutory timescales in EHC assessment and planning and other KPIs, efficient management of workload and effective communication.
- Help to ensure high quality and cost-efficient provision for children and young people with SEN through robust implementation of quality assurance and monitoring procedures. These measures are being developed as part of the SEND reforms and the post holder will play a key role in their development.
- Positive outcomes for children and young people through customer focused support and coproduction with children, young people, parents and carers, education providers, parent partnership, disagreement resolution and other information, advice and support services for parents/ carers and young people to resolve complex case issues early and prevent difficulties from escalating, promoting high aspirations and continuing learner progress and an efficient use of public resources that delivers value for money.

Key relationships (internal and external)

- Internal Officers across the Council
- Officers in other Local Authorities
- Ombudsman other statutory Bodies
- Councillors, MPs
- Schools (Governors, Heads, Senior Leadership Teams)
- Community, Parent and Young People Stakeholder Groups
- Health professionals
- Individual parents, children and young people
- Relevant voluntary organisations where appropriate

Authority level

- Represent the Council with parents/carers, young people, professionals at different levels in a range of education settings, local community
- Ensure the effective implementation of strategies related to statutory requirements across relevant areas of responsibility and in liaison with a range of agencies
- Use of financial systems in line with Council policy and the scheme of delegation
- Work in line with the Council's Contract Procedure Rules

Person specification

Community and partnership working are essential for all roles.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Specialist knowledge of the current and developing legislative and policy in relation to SEND and Safeguarding in the context within which central and local government services are intended to operate, including, equalities, partnership working and self-governing schools.
2. Experience of managing a case load including independently leading on complex cases in a SEN assessment team.
3. Successful supervisory or management experience in a service delivery role, including experience in:
 - i. planning, controlling & monitoring of complex processes
 - ii. leading, motivating and developing a range of staff and/ or stakeholders.
 - iii. Complex case work
4. An excellent understanding of the experiences of vulnerable children and young people with complex needs and their families and commitment to doing things differently to promote better outcomes.
5. Excellent written and verbal communication skills and proven ability to apply this with a broad range of professionals and agencies across services areas and understanding of the differing and conflicting priorities associated with different service areas
6. Capability to use Information and Communication Technology (ICT) as an integral element of work practice and highlight areas for development to improve service delivery.
7. Ability to understand complex procedures quickly and to be able to convey these to others and to flexibly apply them in individual cases, as needed.
8. Commitment continual improvement and a willingness to learn; dedicated to good customer service and support; ability to work quickly and calmly with confidentiality and discretion under pressure.
9. Proven ability to manage complex situations and produce positive outcomes for complex and vulnerable children and young people by helping to remove barriers to achievement and promote integrated working.

Essential qualification(s) and experience

10. Graduate and/or equivalent professional relevant qualification
11. Proven application of knowledge and experience of Special Educational Needs processes, legislation and Code of Practice.
12. Experience of working with a variety of groups to achieve mutually

supportive objectives e.g. councillors, pressure groups and/ or voluntary organisations.

13. Knowledge and experience of working in education fields, in schools, colleges, early years or other education setting and/or pupil related matters

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards