

Role profile

Job Title:	EHC Coordinator	Grade:	9
Department:	SEND and Inclusion	Post no.:	
Directorate:	Children Services	Location:	Perceval House

Role reports to:	Senior EHC Coordinator; SEND and AP Service Team Manager
Direct reports:	
Indirect reports:	Responsible for supervising any administrative staff assigned to assist with casework.

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

The EHC Coordinator will facilitate the coordination of roles across education, health and social care.

The EHC Coordinator will act as the key point of contact for the child, young person and family, and will coordinate activities that are required to assess needs, meet specified outcomes and ensure the provision of holistic care and support. The Coordinator will be the person who liaises with other professionals to ensure that the child/young person and their family have an organised and coordinated approach in order to meet their outcomes

Key accountabilities

- Act as a single point of regular and consistent contact for children, young people with SEND and their families with regards to their Education Health and Care Plan.
- Work within the legislative national framework, local policies and procedures and apply criteria where appropriate, including complying with statutory regulations in the preparation and review of Education, Health & Care Plans (EHC Plans) in accordance with the Children & Families Act 2014.
- Have responsibility for assessment and review processes and helping (with colleagues in the team) development of new ways of working (setting up of systems and quality assurance) to continually improve things for children and young people across Ealing.
- Interpret legislation and best practice to ensure that placement decisions meet equality, budget and quality demands.

- Contribute to the delivery of the best possible outcomes and the raised attainment of pupils with SEND.
- Monitor placements to ensure that provision in the EHC plan is being met.
- Take responsibility and be accountable for a caseload of children and young people with EHCps, ensuring that any casework is undertaken in a professional and timely manner.
- Have responsibility for coordinating and chairing complex meetings with a variety of stakeholders (e.g. parents and professionals) and co-production meetings with all professionals, parents/carers and schools/settings.
- Make decisions on behalf of the Local Authority regarding annual review requests and requests for assessment.
- Responsibility for following finance approval processes and ensuring accurate financial records as well as resolving data or funding queries raised by stakeholders.
- Lead on the co-production of comprehensive and clear EHC Plans (which clearly and comprehensively reflect the aspirations of the child/ young person and family and set out clearly agreed outcomes to meet their needs) for a variety of audiences (e.g. parents and senior officers)
- Provide advice and support for families, settings and services on SEND related matters, including supporting with referring and signposting stakeholders to the appropriate arrangement of services and advice, support and guidance.
- Coordinating practitioners and services around the child, young person and their family, make appropriate contacts and ensure effective liaison with specialists.
- Make recommendations to senior officers (in writing and verbally) regarding complex cases to inform decision making, tribunals and appeals processes.
- Facilitate smooth and coordinated transitions for children and young people with complex needs between settings, including ensuring that all provision is in place as required.
- Present case information relating to special educational needs and disabilities to multi-disciplinary panels (education, health and social care representatives).
- Work with colleagues to support inclusion in mainstream and universal settings

Key performance indicators

- Successfully provide a single point of contact for families, children and young people to increase family satisfaction
- Case work carried out in line with statutory guidance and council policies
- Empower parents and young people, build their confidence, independence and resilience
- Effective communication with key stakeholders (internal and external) to ensure person-centred approaches and principles.

- Statutory timescales, including for assessment and annual review adhered to.

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. Excellent knowledge of SEN and the current and developing national policy and legislation in relation to SEND.
2. Ability to work in partnership with children, young people and their families, in particular those with SEND.
3. Excellent understanding and ability to practice person centred thinking, approaches and planning.
4. Proven ability to build relationships and engage successfully with stakeholder community.
5. Ability to handle difficult enquiries and situations and negotiate where needed.

6. Excellent verbal and written communication and interpersonal skills with the ability to engage effectively with a range of audiences and explain specialist information in a way which a non-specialist can understand. e.g. report writing skills which are clear and comprehensive and ability to confidently speak in public to groups of people, chair complex meetings with a variety of stakeholders (e.g. parents and professionals).
7. Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.
8. Proven problem-solving skills and can demonstrate initiative and judgement to identify and resolve problems.
9. Excellent IT skills including Microsoft office applications. Synergy and Mosaic are the specialist IT systems used, though experience using these is not essential, training and successful working on these systems will be key.

Essential qualification(s) and experience

1. Educated to degree level or above, or equivalent experience.
2. Relevant professional qualification in early years, social care, health or education or equivalent experience.
3. Relevant experience of working in a SEN, education, health and/or social care service/professional area, with evidence of work responsibilities appropriate to the role.
4. Evidence of continuous professional development and /or training.

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