

**Job Description**

**Job Title:** SEND Complex Case, Tribunal and Complaints Officer

**Salary Grade:** Grade 8

**SCP:** 31 - 35

**Job Family:** Organisational Support

**Job Profile:** OS 6

**Directorate:** Education

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** SEND Team Manager

**Number of Reports:** 1

Your normal place of work will be at Stanfield, but you may be required to work at any Company recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

**Purpose:**

* 1. To contribute to the complex casework, tribunal and complaint functions relating to the identification and assessment of children and young people with special educational needs and disabilities and the production, review and maintenance of Education, Health and Care plans.
  2. To provide oversight, coordinate and lead complex casework for children and young people (0-25) who require an Education, Health and Care Plan.
  3. To liaise with multi- disciplinary agencies, parents and carers.

**Key Responsibilities:**

To have responsibility for ensuring that the statutory processes are compliant with SEN legislation.

To oversee EHC Plans for young people (0-25 Years). This will include the co-ordination and drafting of Education Health and Care Plans, and all this entails.

To undertake complex casework relating to the students, ensuring liaison with all relevant agencies occurs.

To draft and amend Education Health and Care Plans.

To ensure the progress of young people with Education, Health and Care Plans is monitored and reviewed, via Annual Review processes.

To ensure that pupils with SEND are placed in appropriate provision in a timely manner, and to enable the appropriate planning to occur for the next stage of their education.

To liaise with other agencies and attend multi-agency case conferences/meetings as appropriate.

To work closely with partners ensuring the needs of the pupils are well met and appropriate planning occurs. Partners include mainstream schools, special schools, colleges and other providers, Health, Adult Services and Children’s Social Care Teams to ensure planning relating to the students and young people is undertaken at the most effective and critical times.

To work closely with providers to develop appropriate provision which builds local capacity to support all young people.

To participate in professionally relevant activities as directed by line manager, including supervision and personal professional development.

In conjunction with the SEND Team Manager, monitor and input into the allocation of delegated budgets, ensuring that best value is achieved.

Work closely with partners to resolve conflicting view-points and employ conflict resolution and mediation skills to reach a conclusion in the best interests of the child.

Making judgements and balancing the evidence about the best course of action which may significantly affect families and the lives of children and young people. In particular, managing complex issues where there are concerns about maintaining school placements.

To lead or participate in inter-departmental teams on specific policies and projects, as required by the SEND Team Manager.

To support processes that promote the responsiveness and development of the SEND Team in delivering and evaluating its key tasks.

Act as Chair of the Sunderland SEN Panel, when required to do so by the SEND Team Manager, and act as the decision maker.

Work under the direction of the SEND Team Manager to ensure operational guidance, team protocols and casework management standards are defined and kept up to date, particularly in those areas relevant to SEN casework management.

To lead continuous improvement of the quality of services provided through contribution to a systematic process of development planning management.

With support from the SEND Team Manager, to prepare reports and briefings, and contribute to the preparation of reports and briefings by colleagues within and outside the Education Service, for the Board, SLT and SMT, and attend meetings as required.

To respond to contacts from elected members, local and regional organisations, members of the public, head teachers and governors and attend meetings as required.

To provide advice to schools and the Company on all legislation and associated regulation in these areas.

To represent the SEND Team Manager, as required.

In conjunction with the SEND Strategic Manager, to direct robust decision making and moderation processes for decisions on the issuing of Education, Health and Care Plans, placement of and provision for pupils with SEND including those with EHCPs and complex cases requiring multi-agency commissioned services.

To work with legal, the complaints team, and other partners to gather evidence for and represent the Company at appeals to the First Tier Tribunal, SEN & Disability as required.

Unless stated otherwise, deal with SEND Team Enquiries on:

* Complex cases
* Complaints
* Mediation
* Tribunals

To suport the provision of high quality data and analysis to Business Intelligence and Senior Management in respect of current and future demand for the services of the SEND Team.

To work with the SEND Team Manager to ensure that workflow delays are minimized.

To contribute as required to wider SEND Service developments.

To champion diversity and equality.

**Statutory Requirements**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulations (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom of Information Act 2000.

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.

Use information only for authorised purposes.

Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

This position is a politically restricted post as identified by Together for Children and in accordance with The Local Government and Housing Act 1989 (LGHA).

Author: Linda Burgess / Kimberley Richardson

Date: July 2020



**Person Specification**

**Job Title: SEND Complex Case, Tribunal and Complaints Officer**

**Role Profile reference: OS6**

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| **Essential Requirements** | |
| **Qualifications:**  Educated to A Level or degree level or equivalent or other relevant qualification in Social Work, Teaching, Psychology.  Commitment to personal and professional development of self and staff | Application  Form/Interview |
| **Experience of :**  Substantial recent experience in the development of policies and procedures relating to Special Educational Needs and Disability.  Substantial recent experience of working within a Children’s Service, or similar.  A proven track record of leading complex case resolution.  Demonstrable experience of driving continuous improvement through of monitoring and evaluating complex casework.  Demonstrable experience of working in partnership with parents and young people, educational settings, health, social care and specialist services. | Application  Form/Interview |
| **Knowledge and understanding of:**  Comprehensive and detailed knowledge of local government methods and procedures.  Comprehensive and detailed knowledge of the legislation and associated regulations in relation to SEND, including tribunals.  Knowledge of the statutory duties of a Local Authority to secure special educational provision for children with an EHCP/statement.  Knowledge and understanding of the additional needs of vulnerable groups including Looked After Children and those with Special Educational Needs and/or Disabilities. | Application  Form/Interview |
| **Abilities:**  A high standard of literacy and the ability to understand legal and technical issues and explain them.  Excellent oral communication and presentation skills to groups of people.  Analytical skills to investigate and interpret complex cases, complaints, mediation and tribunals, draw conclusions and generate resolution outcomes in responses.  Problem solving skills to creatively think through issues using technical knowledge to find practical solutions  Ability to work under pressure and a commitment to getting the job done well and on time.  Ability to work well with, relate to and influence all sections of the community, partners and stakeholders  Interpersonal skills in persuading, influencing and convincing others, both within and outside the Company.  Ability to work collaboratively as part of the Team.  Organisational skills to complete tasks and project work to potentially conflicting deadlines, re-prioritising own work and that of the team as appropriate including the ability to be flexible and responsive to deal with conflict & change.  Numerate and a good understanding of finance and costing methods. | Application Form/Interview |
| Commitment to equal opportunities | Interview |

**Author**: Linda Burgess/ Kimberley Richardson

**Date:** July 2020