

Job Description

Job Title	SEND Support Officer
Grade	Band F
Reporting To	SEND Manager
JD Ref	PC0132G

Purpose

To support the council to meet its statutory duties under part 3 of the Children & Families Act 2014 by overseeing and actively engaging in the development of high quality and timely education, health and care plans (EHCPs) by providing efficient support and be responsible for (in accordance with corporate policies), collation of information, communications and auditing procedures in support of the delivery of statutory requirements across the special educational needs and disability (SEND) service.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Model best practice in accordance with part 3 of the Children and Families Act 2014 and the Special Educational Needs Code of Practice 2015.

Communication, Engagement and Training:

- Provide informal, on the job, training, professional support and guidance to staff across the service.
- Assist in the development of the support officer staff key skills and abilities through sharing expertise and knowledge with others. Recognising own strengths and areas of expertise and use these to advise and support others.
- Contribute to and assist in the delivery of effective marketing and promotion strategies for the service, including organisation of events, conferences and information networks.
- Provide responses to all communication in line with the council's communication policy.
- Liaise with partner agencies requesting advice and information as part of the EHCP/annual review process and upload these to the case management system.
- Attend and support the council's SEND decision making group.

Data Analysis and Decision-Making:

- Take a lead role in data capture and reporting.
- Support in maintaining accurate records to aid service management, financial planning,

forecasting, sufficiency etc.

- Write, run and analyse reports to inform service improvement.
- Provide support to the data team.

Performance Management:

- Deliver comprehensive system support across the service, ensuring deadlines are met and tasks are completed to a high standard.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that the council complies with the statutory timescales for the completion of statutory assessments/reviews.
- Coordinate the uploading of all paperwork/documentation onto case management systems relating to the EHC needs assessment/annual review process for children and young people (0-25).
- Ensure that all cases are recorded appropriately within statutory timescales.
- Support with recruitment processes including safer recruitment requirements e.g. DBS/reference requests, coordination of interview schedules, induction, performance management, training and mentoring systems for staff across the service.

Other:

- Provide support to enable impactful management.
- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to GCSE standard or equivalent
- Numeracy and Literacy (GCSE level or equivalent) or equivalent experience.

Desirable

- NVQ 2, 3 or 4 in a teaching related subject and or SENCO qualifications or evidence of professional development in education, teaching and SEND.

Knowledge & Skills

- Detailed knowledge of part 3 Children & Families Act 2014, Special Educational Needs and Disabilities Code of Practice 2015 and subordinate legislation.
- Understanding of SEND issues as they affect parents, children, young people and educational settings.
- Good oral and written communication skills.
- Good interpersonal and negotiating skills.
- Good organisational skills.



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- Good IT skills.
- Effective organisational and time management skills.

Desirable

- Good knowledge and understanding of the local authority's duties around SEND.
- Good knowledge and understanding of parents/children/young people's rights regarding SEND.
- Understanding of the role of other agencies (schools, health and social care) in meeting SEND.
- Good knowledge of the SENDIST Tribunal procedure.

Experience

- Experience of working with CYP with special educational needs and disabilities.
- Experience of leading multiagency meetings.
- Experience of writing person centred plans and preparing reports.
- Experience of communicating using a variety of different methods including the use of non-verbal communication.
- Experience of partnership working.

Desirable

- Experience of working with a broad range of education, social care and health care professionals.

Additional Information

Ability to work flexibly to meet requirements of the service.
 Ability to travel around the borough using public or private transport.

NOTE

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.



Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Adrian Leach - Head of SEND

Date Of Approval: 15.05.2024



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