

Job Profile Information: SEN Case Officer

This supplementary information for *SEN Case Officer* is for guidance for Job Level 2 Zone 2

Camden Way Category 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To support the Special Educational Needs team in fulfilling its role in carrying out the statutory process for Education, Health and Care (EHC) needs assessments of children and young people with Special Educational Needs (SEN).
- To ensure EHC needs assessments are carried out in a timely way in accordance to legal timescales, in collaboration with involved professionals and families.
- To support the service in maintaining effective organisation and data management processes during the statutory EHC needs assessment process and/or related case-work.
- To support the service in maintaining effective databases. Monitoring team inboxes and signposting incoming queries to the relevant service or officer.

Example outcomes or objectives that this role will deliver:

The administration of the EHC needs assessment process is implemented in accordance with statutory guidelines:

- Parents and professionals contribute advice in a timely way in relation to the statutory assessment of individual children and young people undergoing assessment
- Assessment Case Co-ordinators and other professionals including named staff in schools, early years and college settings and health and social care staff are aware of deadlines and requirements
- Parents are aware of and engaged in the process
- All parental and practitioner advice is available, using agreed information management systems
- Input by all involved professionals to the EHC needs assessment process is co-ordinated so that statutory timescales are met

- To ensure records, reports and correspondence relating to EHC needs assessments are maintained in an orderly and timely manner, accessible by those professionals who require access to them using agreed information management systems.
- Accurate and up to date case files are established and maintained for EHC needs assessments or SEN notifications
- SEN databases are updated on a regular basis for children and young people referred for EHC needs assessments or SEN notifications.
- Members of the public, officers and professionals making enquiries via electronic mailboxes are responded to and issues escalated swiftly if required
- All communications whether written or verbal relating to the EHC needs assessment process is responded to promptly and professionally and within the Council's timescales, and relevant files are kept up to date.
- Parents and professionals receive appropriate information, advice and support throughout the statutory EHC needs assessment process and to parents have a clear understanding of their rights in respect to the process and its outcomes.
- Data is managed efficiently and effectively and accurate statistical reports provided as required on cases referred for EHC needs assessments and SEN notifications.
- The SEN Team Manager may require the post-holder to support other identified tasks to ensure the effective operations of the SEN Team.

People Management Responsibilities: N/A

Relationships;

The post holder will be required to liaise with various teams and services across the organisation including working collaboratively with:

- SEN and EP Service co-workers
- A range of professionals from education, health and care in children's and adult services, including school special educational needs co-ordinators, health therapists, social workers, educational psychologists.

The post holder will communicate and liaise effectively with:

- Teachers, school administrators and other school-based practitioners
- Multi-agency practitioners including health therapists and social workers in children's and adult services
- Parents of children with special educational needs and/or disabilities
- Other Council departments

Work Environment:

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. The post holder will be expected to work in an open plan office environment in which 'hot-desking' and agile working practices are implemented and working at home required. The post holder may be expected to work at other sites, including in other boroughs.

Technical Knowledge and Experience:

Qualifications

Essential:

- Effective literacy and numeracy skills
- GCSE Grade C / 4 or above in Maths & English and/or equivalent qualifications
- Work experience in a highly administrative role
- Ability to track, manage and prioritise workloads to ensure legal timescales are met

Desirable:

- A Level and/or equivalent qualifications
- Experience of working in a statutory service or under tight timescales
- Experience working with Local Government or NHS

Knowledge, Experience and Skills:

- Excellent interpersonal skills and capacity to build good working relationships
- Excellent knowledge and application of IT systems and software packages including Microsoft WORD, Excel and willingness to learn new skills and systems.
- Good typing skills with good levels of accuracy
- Effective written and verbal communication with good levels of accuracy

- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to maintain accurate, confidential records
- Knowledge of SEN and Equalities Legislation (Children and Families Act 2014, Special Educational Needs and Disability Code of Practice, Equalities Act 2010)
- Contemporary knowledge of education systems
- Experience in two or more of the following areas:
 - Effective administrative work within an organisation supporting effective management of casework
 - Successful work with parents/carers
 - Successful work within a school/early years setting and/or other public or voluntary sector organisation
 - Effective work with data management IT systems

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Chart Structure

