

## **SEND Tribunal, Disagreement Resolution and Engagement Officer Job Profile**

**Job Title: SEND Tribunal, Disagreement Resolution and Engagement Officer**

**Job Level: Level 3 Zone 2**

**Range: £34,033 – £39,480**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

We want to build on existing positive relationships with children and young people with special educational needs disability (SEND) and their parents and carers; ensuring we have a dedicated post to resolving any concerns quickly and constructively, whether it is an enquiry, formal complaint, mediation or an appeal to SEND Tribunal (SENDT). We want to ensure that we learn from disagreements and identify ways in which we can improve our processes and the service we provide and so an essential aspect of the role is to develop our system of engagement and feedback with all our children and young people with SEND and their families.

### **About the role**

The successful candidate will act as the lead tribunal and formal disagreement resolution officer.

In this role you will be required to respond to all concerns raised via the SENDT process, and through formal mediation/disagreement resolution meetings and informal disagreement resolution meetings. You will develop capacity and confidence in the team with regards all matters relating to SENDT, Mediation and formal Disagreement Resolution processes.

You will act as the single contact point for Parents/Carers or Young people who either lodge an appeal with SEND Tribunal, make a request for mediation/disagreement resolution as part of that process and all wider stakeholders such as schools and witnesses; keeping all parties up to date at every stage, as well as liaising with the Council's legal representative which is a crucial aspect of this role.

You will represent the Council at some identified SENDT hearings.

You will be required to be a lead officer for the resolution of concerns, with responsibility for working with parents, carers and young people where there are concerns raised, in order to resolve these.

You will be required to keep accurate records in order to provide analysis and inform good working practice and improvements to the service. In this role you will provide training to officers in terms of good communication with all stakeholders and develop key service standards for effective communication and keep these under review.

This role will require you to act as the lead engagement officer for Children and Young People with SEND and their families with responsibility for developing a clear engagement approach so we gather and more importantly learn from the lived experiences of our children and young people with SEND and their families, to ensure effective 2 way communication. You will also hold a small caseload (approximately 6 cases) where there is or has been a history of high levels of conflict (multiple legal processes) to act as a point of contact and support early resolution before concerns are escalated.

We are committed to working with children and young people with SEND and at all times want to retain the focus of constructive communication, transparency, clear communication and making things as easy as possible even where there may be differences of view, to make resolution as easy and swift as is possible.

**Example outcomes or objectives that this role will deliver:**

Under the direction of the SEND Manager and SEND Senior Officers you will work collaboratively with internal and external stakeholders including parents/carers, legal services, schools and colleges.

You will be required to lead in the allocation and attendance process linked to mediation and resolution of all disputes relating to SEND Tribunal process.

You will identify case officers involved to ensure they are notified early and can pull relevant information together ready for hearings, case discussions and complaint responses and ensure responses and related documentation are prepared and coordinated within specified deadlines for SEND Tribunal cases, mediation cases, Local Government Ombudsman, pre-action judicial reviews and formal complaints.

Your responsibility will be to draft response letters or reports that addresses all issues raised by the complainant and present information comprehensively and clearly whilst supporting staff in reviewing responses to ensure all aspects of the complaint are covered and ensure adherence with the Council's complaints procedure and statutory requirements.

Assisting in developing practice which reduces the Local Authority's exposure to risk of appeals to SEND Tribunal, litigation and judicial review/complaints to the Local Government Ombudsman.

You will maintain the case management system by recording accurate and regular data to allow for case tracking and analysis to demonstrate themes, impact and identify gaps for future improvements. Using your initiative and discretion in day to day working, dealing with highly sensitive or contentious issues and speaking with complainants who may be angry or upset; you will need to be proactive in the development and implementation of corporate policies to improve customer satisfaction.

It is a requirement for you to keep up-to-date with changes to procedures and processes on a regular basis and to ensure learning from complaints is shared with key stake holders so that changes are made to improve service delivery. Your engagement with customers should focus on ensuring they have a positive customer experience.

### **About you**

The ideal candidate will be required to have a level 5 qualification in a relevant field or equivalent experience.

The post holder will need to have experience of the SEND Tribunal processes, legal processes related to LGO and Pre-Action Judicial Reviews

In this role, it is essential that you have up to date and in depth knowledge of Children & Families Act 2014 and related SEND legislation. You will be required to manage a range of complex issues utilising efficient case management. Effective communication skills both verbal and written are required to explain legal/complaint processes, showing respect and understanding to the appellant/complainant.

You will have the ability to work effectively under pressure, meet deadlines and targets and possess excellent interpersonal skills that can be used to engage with a wide range of audiences

You will be expected to have + 1 year of post-graduate experience/experience within a similar role.

You will be expected to have experience and knowledge of ICT systems, particularly Microsoft Office packages to include Word, Excel and PowerPoint

### **Work Environment:**

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This 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 as required or in agreement with the SEN Manager/line Manager. The post holder will also be expected to travel to schools and colleges across the borough as well as engage with community groups, youth services for CYP with SEND and Parent /Carer representatives and groups including the Parent Carer Forum and SENDIASS.

### **People Management Responsibilities:**

This role does not have any direct line management responsibility at this time but that may be subject to change.

### **Relationships:**

You will work closely with key stake holders including the Council's Complaints team and legal team as well as parents/carers/ young people, to provide advice. You will build strong relationships with key stake holders and ensure they are kept informed of progress, changes or actions.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll explore what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,