JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Business Support Officer (EHCNA)
- Post Number: TBC
- Grade and SCP: Grade 6 (8-11)
- Directorate: People

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the EHCP Team within Learning & Skills, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The EHCP Team is responsible for delivering the statutory duties of Shropshire Council relating to special educational needs and/or disability for children and young people aged 0 to 25.

Overview of your role

To be responsible for the administration of a case load of statutory education health and needs assessments (EHCNA) for children and young people with special educational needs.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to Senior Business & Development Officer who is in turn responsible for your health and safety, training and development.
- expected to contribute to a range of projects as required and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

All administrative procedures relating to the Education Health and Care Needs Assessment (EHCNA) process ensuring statutory timeframes as governed by the SEND code of practice, and other appropriate legislative frameworks, are adhered to and achieved. The DfE require the EHCNA process to be completed in 20 weeks this is a national indicator that the EHCP Team are required to work to.

All administrative processes relating to the reassessment of children and young people with Education Health and Care Plans (EHCP's). The DFE require this process to be completed within 14 weeks – this is a national indicator that the EHCP team are required to work to.

To support the process of education, health and care needs assessments and be responsible for all administrative duties up until the case returns to panel for a decision on whether to issue an EHCP, this will include:

- Supporting educational settings and families to understand what an EHCNA assessment is and the process of how to request an EHCNA.

- Monitoring and downloading new EHCNA requests from the team inbox and Shropshire SEND portal.

- Reviewing new requests and chasing educational settings and families for any missing documentation and proactively following this up.

- Setting up EHCNA case files, adding workflows to our SEND database and adding contact information for professionals and families.

- Prioritising cases and ensuring they are prepared and added to the weekly statutory assessment panel in a timely manner to meet the key performance indicators.

- Follow up from statutory assessment panel to ensure that all professionals involved with a child/young person and requesting advice from educational, health, social care and any other professionals.

- Proactively following up advice which is due to be returned from professionals so cases can be returned to panel for a decision at the earliest opportunity.

- Adding cases back to panel for a decision in a timely manner and transferring the case file to the relevant Case Officer.

- To process requests for re-assessments and EHCNA cases which have been overturned at mediation or tribunal.

- The issuing of draft and amended draft plans and consultations in accordance with the SEND regulations 2014.

- To undertake a range of other administrative tasks including support to the Senior Business & Development Officer and EHCP Team Manager as required.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- have a working knowledge of the SEN Code of Practice 2014 and the Children and Families Act 2014,
- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

Your primary work base will be at The Guildhall, Shrewsbury, with the requirement to regularly work from home.

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are 8.45am – 5pm Monday - Thursday and 8.45am – 4pm Friday with a minimum lunch break of 30 minutes.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.