

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Senior EHCP Case Officer
- Post Number: P25270
- Grade and SCP: NJC 12
- 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 and Skills**, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Shropshire has 151 state schools, including 127 primary schools, 19 secondary schools, three special schools, one pupil referral unit and one all-through school. Learning and Skills delivers the Local Authority's statutory duties to these schools and to other



education providers across Shropshire. There are also 102 childminders and 97 early years settings in Shropshire.

Overview of your role

The Senior EHCP Case Officer will support the EHCP Team Manager to manage the statutory assessment and review process for Education, Health and Care Plans under the Children and Families Act 2014 and in line with the SEND Code of Practice within a designated area of work, following local policies and procedures to ensure that all the Local Authority's statutory duties are met. You will support the planning, implementation, management and evaluation of multi-agency EHCP quality assurance and audit processes so that EHC plans are consistently high quality and legally compliant, including meeting statutory timescales for EHC needs assessments, annual reviews and phase transfers. You will promote person-centred approaches and co-production, manage an identified caseload of children and young people aged 0–25, line manage EHCP Case Officers, contribute to SEND decision-making panels and support dispute resolution, complaints, mediation and Tribunal work. In all areas, you will work collaboratively with families and partner agencies to secure the best possible outcomes for children and young people with SEND while taking account of the efficient use of resources and public expenditure.

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

You will be:

- reporting to the EHCP Team Manager, who is responsible for your health and safety, training and development.
- responsible and accountable for a number of EHCP Case Officers within the EHCP Team, acting in a supervisory and managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.
- responsible for managing statutory SEND casework within EHC needs assessment and annual review processes, including phase transfers, for an identified caseload of children and young people aged 0–25.
- responsible for managing your own caseload and contributing to the development of the EHCP Team in line with legislation and best practice.
- responsible for ensuring that EHC plans are consistently high quality, informed by best practice and meet agreed multi-agency quality assurance standards to improve outcomes for children and young people.
- responsible for attending SEND decision-making panels, preparing and presenting cases and participating in Local Authority decision-making in line with the legislative framework and SEND Code of Practice, supporting the participation of children, young people and their families wherever possible.



- representing the Local Authority at SEND disagreement resolution meetings, mediation and SEND Tribunal hearings, as appropriate.
- expected to lead or contribute to projects and build relationships with internal and external partners to achieve specified outcomes, without direct authority over all those involved.
- responsible for preparing responses in line with Council corporate processes and national, regulatory and statutory requirements, including complaints, MP enquiries, information governance requests, customer enquiries, media enquiries and HR staff investigations, within published quality standards and timescales.
- responsible for completing all mandatory corporate and role-specific training within expected timescales, as identified through corporate induction and your Personal Development Plan.

What will you be doing?

- Manage the statutory assessment and review process for Education, Health and Care Plans under the Children and Families Act 2014 and in line with the SEND Code of Practice for a designated caseload, following local policies and procedures to ensure that all the Local Authority's statutory duties are met.
- Produce timely, high-quality new and amended EHC plans in line with relevant legislation, statutory guidance, the locally agreed quality assurance framework, the SEND and Alternative Provision Strategy and the Outcomes Framework.
- Write, prepare and issue EHC plans for children and young people aged 0–25 as a duly authorised officer of the Local Authority.
- Attend annual reviews as appropriate, advise education settings on the annual review process, and monitor the receipt and processing of annual review reports within the designated caseload.
- Manage phase transfers and annual reviews within statutory timescales for children and young people with an EHC plan within the designated caseload.
- Attend and participate in SEND multi-agency panel processes and make recommendations or decisions as authorised, including on placements, while demonstrating the efficient use of resources.
- Determine, as authorised, provision for children and young people with significant special educational needs and be accountable for decisions within the Authority's funding, transport and placement procedures.
- Promote a multi-agency partnership approach, including coordinating person-centred reviews for children and young people with EHC plans.
- Provide line management and supervision for EHCP Case Officers, monitoring performance, supporting development, undertaking annual appraisals and effectively managing caseloads, including complex cases and those progressing through the SEND Tribunal route. Contribute to recruitment, induction and training within the EHCP Team.



- Oversee and quality assure the work of EHCP Case Officers, ensuring consistent practice, shared objectives, compliance with statutory requirements and achievement of relevant timescales.
- Carry out complex casework and support the commissioning and brokering of education placements, seeking to ensure that children and young people are educated within their local communities wherever possible.
- Collate and communicate information, provide guidance and negotiate solutions on SEND matters for a range of purposes and audiences.
- Respond appropriately to complex situations and cases in face-to-face discussions and written communications.
- Undertake casework so that parents, schools, colleges and other settings are properly consulted, decisions are implemented efficiently and disagreements are explored appropriately.
- Contribute to or deliver training for schools, colleges, other settings, governors, parents and partner agencies in relation to special educational needs and disability.
- Participate in team, directorate and multi-agency working groups as appropriate.
- Initiate and chair multi-agency meetings when required and attend relevant meetings, including Dynamic Support Register meetings, for children and young people within the designated caseload.
- Build collaborative relationships with children and young people with SEND and their families that promote choice and independence, respect diversity and difference, and support agreement on tangible and realistic outcomes.
- Identify, understand and escalate risks appropriately so that strategies and solutions can be developed for children and young people with SEND.
- Explore innovative and appropriate actions with children, young people and families to support agreed outcomes and informed choice.
- Contribute to resolving issues identified through the interpretation of information and trends relating to SEND.
- Undertake performance and quality assurance activity, including peer and reflective supervision, analysis of performance data, learning from complaints and compliments, personal development and continuing professional development.
- Work collaboratively with the EHCP Team Manager and Education Quality Advisers for SEND and Alternative Provision to challenge providers where outcomes are not achieved and work with relevant services where intervention is required.
- Ensure that transitions between education and life phases are managed effectively and seamlessly within statutory deadlines.
- Maintain accurate professional records of key discussions, investigations, findings, assessments, opinions, factual bases and decisions, including electronic case



records and required performance data, in line with data protection requirements and Council policies and procedures.

- Support the EHCP Team Manager with regular case-file audits to promote accurate recording and consistent practice.
- Contribute to service evaluation and service delivery plans, ensuring that identified actions are completed within agreed timescales.
- Support the development and delivery of information, guidance and training for a range of purposes, including updates to the Local Offer relating to the service area.
- Oversee and draft responses to complaints, MP correspondence, Freedom of Information requests and subject access requests.
- Lead on an agreed specialist area of SEND or a specified area of need, attend relevant working groups and provide information, advice and support to the EHCP Team.
- Act as the designated officer and lead contact for specified education providers, including specialist provision, alternative provision and pupil referral units, in relation to EHC plans.
- Promote, develop and manage effective partnership working with internal and external partners to support continuous service improvement.
- Work flexibly and respond positively to changing business needs, undertaking any other reasonable duties within the scope, nature and grade of the post.
- Undertake any other reasonable duties required by the Assistant Director of Education and Achievement that are commensurate with the remuneration, expertise and experience of the role.

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:

- 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.
- undertake all relevant role-specific training, including formal Hearing and Investigating Officer training relating to disciplinary and grievance policies and procedures.

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 Shirehall, with a requirement to work regularly from home.

Your post is subject to the following:

- The post is permanent and for 37 hours per week.
- Normal office hours are 7am–7pm Monday to Friday and 8am–1pm Saturday, with a minimum lunch break of 30 minutes. Occasional evening work may be required.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be provided with any formal offer of appointment.

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 rata 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 rata) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to three 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.

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,

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.

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

