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| **Profile Title:** | Case Officer | bmbccolb |
| **Reports to:** | Senior SEN Officer |
| **Employee Management:** | None | **Grade:** | 6 | **Profile Ref:** | 71181 |
| **Purpose of the Post** |
| To implement all statutory duties as set out in the relevant legislation on behalf of the Local Authority in relation Children and Young People with Special Educational needs. |
| **Responsibilities** |
| * To provide statutory advice and guidance relating to the relevant Code of practice and related legislation
 |
| * Implement, maintain and review all statutory procedures as set out in reforms and transitional guidance.
 |
| * Management and maintenance of the Local Authority Information Management Systems.
 |
| * Production of performance management information relevant to the service
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| * Production and preparation of casework for statutory panels, tribunals and appeals as per legal requirements.
 |
| * Responsible for ordering of goods and services via SRM7 procurement system
 |
| * Implementation of high quality and accurate reports and plans which are statutorily compliant.
 |
| * Respond to direct requests, queries, concerns and complaints from partners, families and the general public.
 |
| * Prioritise workload to ensure timely and accurate processing of casework for statutory assessment and re-assessment procedures.
 |
| * Responsibility for own caseload escalating complex cases to the relevant person.
 |
| * Request and progress documentation from families, professionals and Partners as per legal requirements.
 |
| * Engage in own development, updating knowledge and skills relating to National regulations,

policies and procedures to satisfy internal/external demands. |
| * Face to face meetings/visits to parents/carers/partners/professionals.
 |
| * Promote a high quality service within a culture of continuous improvement including contributing positively to service development activities and objectives (particularly with regard to the relevant Reforms).
 |
| * Any other duties commensurate with the grade and falling within the scope of the post as required
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| **Education and Training** | **Measure** | **Rank** |
| * Educated to NVQ Level 3
 | A/C | E |
| * Relevant training and CPD
 | A/I | E |
| **Relevant Experience** | **Measure** | **Rank** |
| * Experience of working across the specialist area of Special Educational Needs and Disability
 | A/I | D |
| * Experience of communicating and working effectively with a range of partners and providing advice and guidance to families, professionals and partners.
 | A/I | E |
| * Experience of using management information systems
 | A/I | E |
| **General and Special Knowledge** | **Measure** | **Rank** |
| * Good working knowledge of the relevant Code of Practices and Legislation
 | A/I | E |
| * Knowledge and understanding of the services offered to children, young people and families
 | A/I | E |
| * Substantial knowledge of working with management Information systems and databases and their reporting systems.
 | A/I | E |
| **Skills and Abilities** | **Measure** | **Rank** |
| * Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders
 | A/I | E |
| * Ability to work as part of a team and on own initiative
 | A/I | E |
| * Ability to prioritise workload and work under pressure whilst carrying out statutory duties and deadlines
 | A/I | E |
| * Ability to produce quality documentation
 | A/I | E |
| **Additional Requirements** | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.
 | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post.
 | A/I | E |
| * Work in accordance with the council's values and behaviours.
 | A/I | E |
| * Able to undertake any travel in connection with the post.
 | A/I | E |
| * Committed to improving service standards
 | A/I | E |