|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | | | | | | | |
| * 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 | | | | | | | |
| **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 |